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| Job Title: | Mobile Repair Technician |
| **Business:** | Taylor Wimpey North East |
| **Division:** | North |
| **Reports to:** | Customer Service Manager |
| **Main Interfaces** | Customers, Customer Service Department, Production Department |

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| Overall Purpose |
| To undertake both planned and reactive maintenance on homes within a set geographical area. |

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| Key Activities |
| **Repair** |
| * Planned and reactive remedial work with respect to carpentry, painting, dry lining and any other duties as directed by the CSM
* Undertake the co-ordination of work as required
* Undertake any inspections of issues as required by the Customer Services Manager
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| **Customer Service** |
| Regular customer liaison.* Regular liaison with the Customer Service Department to ensure they are kept fully up to date.
* Ability to remain calm and collected when faced with difficult customers, and situations, so a high level of personal integrity and respect for others is essential.
* Ability to communicate accurately at the same level of understanding with the customer.
* Honest and trustworthy.
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| **Teamwork** |
| Provide support and assistance to other team members |

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| **Cost Control** |
| * Plan and carry out work in a safe, cost effective manner.

To be aware and observe any opportunity to reduce costs and improve standards and ensure those ideas are shared with your team. |

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| **Health, Safety and Environment** |
| * Good appreciation of Health and Safety issues.
* Good understanding of NHBC standards
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| Knowledge Required |
| * Must be able to demonstrate experience and relevant qualifications / experience in at least one trade with a willingness to further develop your skill base
* Strong working knowledge of building fabric maintenance.
* Knowledge of building services water systems
* Good all-round DIY skills.
* Previous experience of working in a public-facing, culturally diverse environment.
* Clean and valid driving licence
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| Qualifications |
| * Relevant recognised trade apprenticeship
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If you wish to be considered for this role then please send your CV to Sarah Whittingham, Customer Service Manager sarah.whittingham@taylorwimpey.com by 5th June 2015.