

Department: Roofing, reactive maintenance, planned maintenance and large scheme work. (Salary 25k-30k depending on experience.)

Location: Bromley (Head Office)

Hours: 40 hours per week, Monday to Friday.

8am to 5pm (and as required by the business)

Reports to: Directors

About Ultimate Construction Group:

Ultimate Construction is a Main Contractor specialising in all forms of Roofing, External and Internal Refurbishment. The Company has always worked in the commercial, housing, schools, walkways and has built up a sound reputation working for Registered Social Housing providers and Local Authorities giving personal, friendly, professional advice.

The Company operates a proactive health & safety culture and undertakes extensive training for its workforce. We place great emphasis on quality and **Ultimate Construction** is striving for the Investors in People standard.

The post holder will play a key role within a diverse and highly skilled team. With over 40 employees and nearly 60 years' experience specialising in roofing, construction, responsive repairs and maintenance, we are extremely proud to be one of the industry's leading principle contractors, operating from our headquarters in Bromley, Keston and our yard in Caterham. Our ISO 9001:2008 certified quality management system reinforces our focus on excellent levels of customer service and satisfaction.

KEY AREAS OF RESPONSIBILITY

- Assist with preparation of Operation & Maintenance manuals at the end of each project. Allocating works while providing high levels of communication with customers, operatives, customer service centre staff, suppliers, and sub-contractors.
- Monitor progress and completion of works using Connect, our in-house system, in line with performance requirements and to improve Right First-Time repairs and Customer Experience.
- Close monitoring of the WIP, reducing wait times for customers, answering queries with suppliers, and obtaining completion dates from contractors while ensuring communication with customers is paramount.
- Liaising with operatives when follow-on issues are raised to ensure availability is maintained in conjunction with Supervisors and Managers.
- Scheduling and maintaining appointments for gas servicing, heating breakdowns, gas installations and electrical testing in line with response times.
- Working closely to support our material suppliers with ordering and deliveries, to ensure that time periods are minimised for customers.
- Co-ordinate repairs activity to maximise productivity and drive efficiency by minimising travel distances between repairs.

- Maintain accurate updates and information on the Connect system.
- To provide cover for the Customer Service Centre and support across the Operations Team during planned and ad-hoc absences and at times of high workload.
- To ensure targets are achieved and any concerns or ideas are raised where performance could be improved.
- To support the Customer Experience Assistant in gathering evidence for complaints, insurance claims, disrepair claims or similar.
- Collating data, preparing invoices for payment and liaising with the Finance Team.
- To represent us professionally in meetings and forums.
- To undertake flexible working patterns as required to provide effective, customer-focused services. Job role will involve ad hoc office work duties.

SKILLS / KNOWLEDGE REQUIRED

- Excellent written and spoken English.
- Computer literate, (Microsoft Office & Outlook)
- Organisational skills
- Team working skills.

EXPERIENCE REQUIREMENTS

- Previous administrative experience
- Experience using Microsoft SharePoint & 4PS is desirable.

INTERPERSONAL SKILLS

- Good communication skills
- Confident
- Calm under pressure
- Proactive and self-motivated
- Enthusiastic
- Conscientious and attention to detail
- Flexibility

Ultimate Construction is a Disability Confident employer who promote helping disabled people get into and stay in work. We strive to build a diverse and sustainable workforce where people of all genders and backgrounds are able to access fulfilling careers in the construction industry.

Gender balance and parity are integral features of our workplace, and we aim to promote more flexible working practices across our business as we look to retain and continue to develop our people.

Ultimate Construction are proud to work with Women in Construction to champion the advancement of women in business.

Ultimate Construction is an equal opportunities employer.