



Job Title: Q-bot Installer

Grade: Y4a

Reports To: Operations Manager

Number of Reports: Nil

Key job element

The role of q-bot installer combines traditional building tasks with industry innovation. Q-bot installers are responsible for the installation of sprayed foam insulation under suspended timber floors utilising a remote-controlled robot. Work is undertaken in vacant and occupied homes and is subject to extensive quality control including pre and post inspections.

The role will include travel outside of Newcastle upon Tyne and installers may need to stay in accommodation provided by YHN overnight whilst delivering services to external customers, or attending training. The key job elements are:

- Responsible for a specially adapted vehicle, ensuring that upon arrival on site all necessary plant and materials are available and ready for use
- Responsible for stock monitoring and management to maximise on-site productivity
- Responsible for dynamic, site specific risk assessments which must be completed prior to commencement of works
- Responsible for liaison with customers, and ensuring on-site disruption is minimised
- Responsible for ensuring sites are safe and clear at all times, complying with relevant health and safety legislation
- Responsible for the correct preparation and maintenance of robots to maximise productivity and minimise on-site failures
- Responsible for the preparation and reinstatement of work areas including moving furniture, lifting and relaying carpets
- Responsible for ensuring insulation works are completed in line with agreed specifications to maximise insulation values and air tightness whilst maintaining building structural integrity

Person specification

This area focuses on skills/ knowledge required in the role.

Essential Criteria

- Physically able to undertake manual tasks including working at height on ladders, or steps and working at low levels
- Able to use power tools and hand tools to enable access to sub-floor areas, and external walls (training will be provided)
- Physically able to move items of furniture, and lift and relay carpets (training will be provided)
- Able to control the intricate movements of q-bot robot (training will be provided)
- Able to identify building defects during pre-inspection (training will be provided)
- Knowledge of relevant health and safety legislation
- Understanding of property construction, methods of insulation and air tightness measurement
- To receive, process and return work records in relation to the allocated area of work
- Adhere to agreed levels of customer service standards and levels of productivity

- A willingness to learn and continually develop the customer service offering in conjunction with YHN and q-bot
- Ability to deliver services that uphold the requirements of the Equality Act, Safeguarding policy and Dignity at Work policy
- Competent user of range of technical and IT equipment and software required to carry out role
- Possess and maintain a valid driving licence
- Willingness to travel to undertake training (typically in London), and to deliver contracts outside of Newcastle upon Tyne, Including staying in overnight accommodation (provided by YHN) when necessary

Desirable Criteria

- An interest in innovation and/or energy efficiency
- Qualified tradesperson, or relevant construction experience

All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN

- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude