

## Carpenter/ Joiner (Multi)



**Team:** Customer Services - Customer Services

**Report To:** Repairs Performance Manager

**Grade:** SHMT5 Up to £31,985

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### Overview:

Our organisation is not just about providing good quality affordable homes, it's about transforming lives and supporting our communities

The main purpose of this role is to support the development of sustainable communities to live, grow, thrive, together through the delivery of high-quality customer and neighbourhood focused services in respect of the repair and maintenance of the company's property portfolio.

You will contribute towards the delivery of a highly efficient and productive repairs and maintenance and voids service that delivers the financial expectations of the company's Business Plan and meets the demanding expectations and aspirations of our customer base.

You will achieve this by engaging with customers and colleagues and delivering repairs and maintenance services to the highest standards, ideally you will be personable, professional and able to tailor your approach to deliver a bespoke service based around the different needs of our customers.

In line with the new service delivery model the role will be shift-based providing operational cover as required between the hours of from 8 am to 7 pm on weekdays and also, may include some Saturdays between 9 am to 5 pm. You will also be expected to work on the out of hours call out rota as required.

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### Responsibilities:

- To deliver carpentry and joinery work and associated making good, including patch plastering, to the company's property portfolio. Furthermore, to undertake similar works to the property portfolio of organisations that have appointed Salix Homes to deliver repairs and maintenance services on their behalf. All works to be undertaken in accordance with current electrical regulations.
  - To carry out all aspects of carpentry and joinery work including general repairs, maintenance and refurbishment.
  - Carry out multi-skilled activities in accordance with the multi Skilled criteria attached at Appendix 1.
  - Develop effective working relationships with colleagues, partners and key stakeholders to support the delivery of a customer focused service.
  - Proven ability to work methodically, follow agreed procedures and accurately record data and information
  - Responsible for booking in any follow-on work identified during the repair visit with the customer at the time of the repair on the PDA, including details of follow-on work required.
  - To call the customer on the day of the repair to advise of estimated time of arrival.
  - Measure and/ or inspect repairs relating to own trade and order appropriate materials for the job where required.
  - To carry out all duties in accordance with safety regulations and Health and Safety procedures.
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- To be aware of legislation, codes of practice and good working practices relevant to all work activities and seek advice guidance and support where necessary in relation to these matters.
  - Ensure you operate in compliance with all Risk Assessments, Method Statements and COSHH Data sheets relating to the work, to ensure the health and safety of our employees, customers and members of the general public.
  - Ensure you carry out a dynamic risk assessment when attending each repair and take appropriate action to manage any risks identified according to safe working practices, seeking guidance and support where necessary.
  - Drive and be responsible for a company vehicle in accordance with regulations and procedures.
  - Complete all necessary associated work documentation.
  - Work from verbal and written instructions, including drawings, diagrams, sketches, and calculations using measuring equipment where appropriate.
  - Plan and organise own workload and van stocks to ensure effective use of time and to comply with job targets.
  - Maintain, materials and equipment guarding against loss or theft and making them ready for use when required.
  - Must be able to participate in the emergency Call-out service involving working outside normal hours as and when required.
  - Supervision of apprentices, educating them to the standards expected by the company, ensuring they work in a safe and efficient manner.
  - Report back any repair or maintenance issues found in the property during the visit including, but not limited to, issues affecting building safety, damp, mould growth etc.
  - Promote a safeguarding culture within Salix Homes, including the safeguard and promotion of the welfare of children and vulnerable adults.
  - To demonstrate personal and professional behaviours that meet with Salix Homes Values. In doing so, establish and sustain trust and confidence with stakeholders, partners, tenants and communities, and positively promote and represent Salix Homes at all times.
  - Embrace and participate in own personal development initiatives in order to increase skills and knowledge to ensure that the objectives and targets of the service are met.
  - Carry out any other ad-hoc duties that may fall within the remit of this role, which it would be reasonably assumed that the postholder is capable of fulfilling, or for which training has been given.
  - Conduct HHSRS assessments as and when required.

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## Profile Fit:

This role would suit a self-motivated tradesperson who can work on their

- Not suitable for a person who is uncomfortable managing their own workload and achieving performance targets. It
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own initiative and can adapt to changing work demands. It would also suit individuals which have skills in a number of trade disciplines

would not suit someone that is only comfortable operating within the confines of their primary trade

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### **Main Stakeholders:**

- Customers
  - Employees
  - Third Party Suppliers
  - Team Leaders / Supervisors
  - Choose an item.
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## Person Specification

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### Knowledge:

- Extensive technical knowledge of servicing, maintenance and repair work.
  - Knowledge and understanding of modern working practices.
  - Demonstrates a knowledge of H&S legislation as it relates to the repairs and maintenance service.
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### Skills:

- Completion of a recognised apprenticeship or equivalent and/or a minimum of NVQ level II or its equivalent i.e. relevant City & Guilds Basic Craft Certificate. Alternatively, qualified by experience.
  - Previous experience of working in a repairs and maintenance service, preferably relating to a domestic property portfolio.
  - Experience of operating as part a multi-skilled team of operatives/sub-contractors.
  - Previous experience of working with a range of IT software systems including Microsoft Office, Northgate, accuserv and bespoke housing maintenance systems.
  - Must be prepared to work at heights using ladders, scaffolding and work in confined spaces and in a variety of work conditions as required.
  - Must be able to demonstrate a commitment to customer care and have a proven track record of delivering excellent front line service.
  - Must be able to demonstrate commitment to team work and willingness to work flexibly to meet the competing demands of the role.
  - Full UK driving license.
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### Experience:

- Previous experience of working in a repairs and maintenance service, preferably relating to a domestic property portfolio
  - Previous experience of planning managing a variable workload and of managing competing demands
  - Previous experience of working within a performance focused environment and having a proven track record of successfully meeting and exceeding performance targets.
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**By ticking the box you agree that you have read, understood and accepted the content of this document.**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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