



HOMES DIRECTORATE

JOB DESCRIPTION

Post Title	Joiner (preferably with multi skilled abilities across other construction trades)
Salary Scale	Up to £32,583 per annum (subject to experience)

Main Purpose of Job	To undertake all aspects of Joinery and general repairs, maintenance and refurbishment work within company owned dwellings / properties and properties owned by partner organisations providing the best quality and most efficient service delivery and customer care in the most efficient and cost-effective manner.
Reporting responsibility	The postholder will report to the Repairs Team Leader
Responsible for	Apprentices / Trainees when applicable

1. Main Duties and Responsibilities of the role:

Main Duties

To significantly contribute to the provision of a first-rate repairs and maintenance investment service for South Lakes Housing's tenants and external clients by providing **'The right repair, done at the right time, first time'**, and other installations including:

Primary skill

- To undertake all domestic Joinery work associated with providing a repairs and maintenance service including Repair / removal / replacement of internal/ external doors (upvc, timber and composite) , windows (upvc and timber), kitchens, gates, fencing and all timber works.
- To provide Out of Hours Emergency service on rota basis (additional remuneration).
- To interact on a daily basis with clients and successfully manage their expectations and maintain communication between them and SLH
- Safe use of hand power tools and other equipment on site.

- To manage own tasks within the programme
- To occasionally work on alternative workstreams as business needs dictate.

Multiskilled

- Wall tiling
- Basic plumbing works e.g. replace taps, plumb kitchen sink in, repair minor leaks
- Floor covering reinstatement
- Plaster patching
- Gutter/RWP and domestic level roof repairs
- Domestic bricklaying work
- Painting
- Domestic electrical work (associated with plastering, the making safe, removal of sockets etc. but **not** the connection of supply)

The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

In addition to the above, the post holder will exercise the following responsibilities:

Responsibilities

- Ensure (in collaboration with others) that continuous improvement, value for money and best value are delivered by challenging existing practices, setting targets for improvement and intervening as necessary ensuring an efficient, high performing, customer focussed service
- Represent the interests of SLH to external parties
- Contribute towards the achievement of the vision and objectives of SLH
- To comply with SLH's Health & Safety Policy and Procedures including the Code of Safe Working Practices and Drivers Pack.
- Diagnostic work and Accurate reporting of project status to management team

Key Accountabilities

- Ensure the effective delivery and operation of the service
- Assist and contribute in the activities to modernise service delivery and management.

Customer Focus

- Ensure customer focussed service is delivered at property level which engenders respect, honesty, integrity and high degree of communication.
- Maintain awareness of customer and community needs and how they will impact on service demand over the short/medium term
- Ensure continuous service development in response to customer needs
- Assist in the development and maintenance of a market led service

Performance Management

- Assist and contribute in the meeting of a range of relevant national and local performance indicators.

On Call Obligation

- You will be part of the Emergency 'Out of Hours' team. This is worked on a rota basis for which

a payment is made.

2. Person Specification Multi-Skilled Joiner

Ideally candidates will be able to fulfil the majority of the criteria outlined below

E = Essential

D = Desirable

1	Education and Qualifications	
A	Completion of a recognised apprenticeship or equivalent in Joinery/ carpentry works.	E
B	Able to demonstrate the additional skills required for multi-skilling.	E
C	ICT literate	D

2	Experience	
A	Minimum of 3 years' experience of Joinery work post completion of apprenticeship/ training.	E
B	Experience of working within a Social Housing/Local Authority environment.	E
C	Multi trade skill experience which also includes plumbing, general building, tiling and plastering	E
D	Experience in fitting of Vinyl Flooring	D

3	Special Skills and Knowledge	
A	Health and Safety at work relating to joinery works. ladders, portable hand tools, abrasive wheels, asbestos awareness etc.	E
B	The ability to trace, diagnose and rectify faults in upvc, composite and timber door/ window components.	E
C	Knowledge of the skills, technology and safety procedures required to carry out the full range of tasks contained within the job description.	E
D	Other trade skills and methods of work / materials	D
E	Full driving licence for a passenger car with no more than 6 current penalty points	E

4	Additional Requirements of the Job	
A	Ability to work with the minimum of supervision	E
B	Ability to resolve problems with own initiative / experience	E
C	Ability to work flexibly being part of the Emergency Out of Hours Team	E
D	Ability to use electronic devices including PDA's (Personal Digital Assistant)	D
E	Current CSCS Registration Card	D

5	Personal Skill	
A	Excellent Customer Care skills	E
B	Strong commitment to team working and proven ability to work well as part of a team	E
C	Interest in and commitment to local public service delivery	E
D	Good verbal and written communication skills including the completion of necessary work documentation	E

Conditions of Service:

- The Post holder will be expected to comply with the SLH's Code of Conduct for Employees.
- The post holder will be expected to be conversant with and work to the Code of Safe Working Practice issued by SLH
- Equal Opportunities - SLH aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. SLH condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender or marital status.
- Comply with the relevant duties and responsibilities under the Health & Safety Work etc. Act 1974. The Management of Health and Safety at Work Regulations 1999 (as amended) All relevant Codes of Safe Working Practice, policies and other health and safety information relevant to your Services area of work. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- All employees must have due regard to the SLH's current Management Arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- The salary is based on a **40 hour per week** however the nature of the role may require longer working hours to complete tasks. Overtime rate is applicable to this role.
- Place of work: **Kendal**. However, the post holder will be required to work throughout SLH's area of operation.