Job profile

Job title: Bathroom Fitter	**Responsible to:** Repairs Team Leader
Salary Grade: Up to £37,151 dependent upon experience	**Contracted Hours:** 40
Responsible for: Apprentices / Trainees (when applicable)	**Behaviour level:** 1

Purpose of the job:

To undertake bathroom installations, associated repairs, maintenance and refurbishment work within company-owned homes and properties owned by partner organisations, providing a high-quality, efficient service and excellent customer care in a cost-effective manner.

Key accountabilities:

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 aspects of domestic bathroom fitting, including removing existing suites and finishes; setting out installations; fitting baths, showers, shower trays, WCs, wash hand basins, taps, wastes, screens, panels, furniture and accessories; and completing repairs to existing bathroom fixtures and fittings.
- Read bathroom plans and specifications, check measurements and set out installations accurately before work starts.
- Undertake plumbing alterations and connections associated with bathroom installations, including hot and cold-water supplies, wastes and traps, ensuring joints are sound and installations are tested for leaks.
- Install wall tiles, splashbacks and waterproof wall-panel systems, including preparation, cutting, fixing, grouting and sealing to a high standard.
- Prepare floors and install suitable bathroom floor finishes where trained and competent, including associated finishing and sealing.
- Complete minor joinery, plaster patching and making good associated with bathroom works.
- Check completed bathrooms for quality, safe operation, leaks and defects, and leave the customer's home clean and tidy.
- To interact daily with clients, successfully manage their expectations and maintain communication between them and SLH.
- Safely use hand tools, power tools and other equipment on site.
- To manage own tasks within the programme.

- To occasionally work on alternative workstreams as business needs dictate.
- To provide an Out of Hours Emergency service on a rota basis for additional remuneration.

Multiskilled

- Wall and floor tiling including wet room and shower areas
- Basic joinery associated with bathroom installations, including boxing-in and fitting bath panels.
- Bathroom plumbing associated with refurbishments, including pipework alterations, sanitaryware installation, removing and replacing waste pipes and pipework as necessary.
- Minor plastering, patching and making good and tiling.
- Bath panel replacements and minor joinery works in association with a new bathroom.
- Minor building works and making good associated with bathroom refurbishments, all gas and electrics will be undertaken by a qualified individual to support this role and not expected of the bathroom fitter.
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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 to 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.

General

- To be a proactive member of the SLH team; continually seeking to improve and develop your own skills and the performance of the team.
- You will seek to improve processes and keep value for money as a focus for the benefit of our customers.
- To ensure that Health and Safety policies and procedures are embedded and adhered to, to deliver effective and safe services and operations.
- To ensure you work in accordance with the Equality Act 2010 and our Equality & Diversity Policy at all times.
- To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

Person specification

Job title: Multi-skilled Joiner		
Criteria	**Essential / Desirable**	**Method of Assessment**
Qualifications		
Completion of a recognised apprenticeship or plumbing, bathroom fitting or a relevant construction trade.	D	AF/I
At least 3 years' experience fitting domestic bathrooms.	E	AF/I
Able to demonstrate the additional skills required for multi-skilling.	E	AF/I
ICT literate	E	I
Knowledge, skills and abilities		
Knowledge of health and safety requirements relating to bathroom fitting, plumbing, work at height, portable power tools, abrasive wheels and asbestos awareness	E	AF/I
Knowledge of domestic water-supply and waste systems relevant to bathroom installations, including safe isolation, connection, testing and leak prevention.	E	AF/I
Ability to fit bathroom suites, showers, screens, furniture, wet-wall panels and associated fixtures accurately and to a high standard.	E	AF/I
Ability to prepare surfaces and complete wall tiling, grouting, silicone sealing and associated finishing work.	E	AF/I
Knowledge of the skills, materials, technology and safe working procedures required to carry out the full range of tasks contained within the job description.	E	AF/I
Other trade skills and methods of work / materials	D	AF/I

Full driving licence for a passenger car with no more than 6 current penalty points	E	AF/I
Ability to work with the minimum of supervision	E	AF/I
Ability to resolve problems with own initiative / experience	E	AF/I
Ability to work flexibly being part of the Emergency Out of Hours Team	E	AF/I
Ability to use electronic devices including PDA's (Personal Digital Assistant)	D	AF/I
Current CSCS Registration Card	D	AF
Excellent Customer Care skills	E	AF/I
Strong commitment to team working and proven ability to work well as part of a team	E	AF/I
Interest in and commitment to local public service delivery	E	AF/I
Good verbal and written communication skills including the completion of necessary work documentation	E	AF/I
An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH.	E	I
Experience		
Minimum of 3 years' experience of Joinery work post completion of apprenticeship/ training.	E	AF/I
Experience of working within a Social Housing/Local Authority environment.	E	AF/I
Multi trade skill experience which also includes plumbing, general building, tiling and plastering	E	AF/I
Experience in fitting of Vinyl Flooring	D	AF/I
Values and behaviours - *It's not just about what we do, we believe it's how we do it too...* By living our behaviours every day, our colleagues, managers and senior managers are living our shared values and helping to deliver our Business Strategy objectives of Quality Homes, Quality Services and Quality People: • **Do the right thing** For residents, communities and each other. We stop and consider what the right thing to do is, even when it is difficult • **Show respect and kindness, always** No matter the situation or conversation, we treat everyone with respect and kindness. • **Be honest and fair** Honesty and fairness underpin what we do. We value transparency, welcome discussion	E	I

and debate, and are open to change when it is the right thing to do. • **Make it happen** We take personal responsibility, take pride in doing our best, stay curious and embrace learning and innovation. • **All belong at SLH** We embrace the power of difference and see it as a real strength, ensuring everyone feels they belong.		
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
Please note: No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.		
Role profile prepared by: Cory Robinson.		
Review date: November 26		
Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.		