

Role Profile

JobTitle: Joiner
Department: Homeworks
Reports to: Maintenance Officer/Supervisor
Grade: 4
Staff responsibility: None

Organisational Structure



Job Purpose

To deliver a repairs and maintenance service to customers by working effectively through own initiative and as part of a team. To effectively diagnose and faults relating to Carpentry & Joinery. Other tasks include a Multi Trade roll which can see the Joiner carry out, ames taping, plastering, tiling, ground works, roof works, painting, cleaning, basic plumbing, glazing and an extensive amount of Locksmith tasks.

Key Accountabilities

- Responsible for carrying out a range of duties connected with the repair and maintenance of Cairn Housing Association owned properties.
- Following instructions given by the HomeWorks Supervisor, attending pre planned appointments promptly, multi-tasking where appropriate, planning and organising daily work, accepting responsibility for technical decisions whilst on site.

- Responsible for organising and managing materials required, keeping up to date with new/amended legislation and standards, keeping records, handing in job records daily and following administrative procedures as directed.
- Working to a high quality standard ensuring high quality workmanship and maintaining an acceptable level of productivity.
- Use IT daily to update the status or completion of a work order as this contributes to the delivery of goals and performance monitoring.
- Carry out duties, which require possession of a standard of numeracy and literacy (as the job requires the employee to complete time sheets and claim forms, keeping records and to fulfil statutory checks as required).
- Adapt to changing working environments and work patterns such as standby out of hours work as deemed necessary to meet strategic goals of the service area.
- Represent HomeWorks in a manner conducive with the standards expected, including the carrying of an identity card and wearing of the uniform supplied. Communication with customers, HomeWorks team and members of the public in a polite manner placing the highest possible emphasis on customer care. Encouraging customer involvement and feedback.
- Driving vehicles and operating plant and equipment associated with building maintenance and new installations. Keeping vehicles and plant clean and in good working order and reporting defects daily.
- Responsible for maintaining health, safety and welfare of self, other employees and members of the public ensuring adherence to safe working practices and environmental procedures.
- Attendance of weekly team meetings to discuss operational issues and Health and Safety updates (Tool box talks).

Person Specification

Education

- Relevant qualification in Carpentry & Joinery.
- Educated to Standard Grade or equivalent in English and Maths
- Health and Safety Qualification.

Experience

- 2 years' experience of working for a local authority/working in a similar role.
- Experience with installations of Level Access Shower Rooms
- Previous locksmith experience
- Relevant Health and Safety awareness, such as ensuring adherence to safe working practices and environmental procedures
- I.T literate – use of Microsoft word, excel and internal systems may be required
- Interacting with customers in a polite manner placing the highest possible emphasis on customer care. Encouraging customer involvement and feedback.

Knowledge

- Being able to follow instructions, attending pre planned appointments promptly, multi-tasking where appropriate, planning and organising daily work, accepting responsibility for technical decisions whilst on site.
- Responsible for organising and managing materials required, keeping up to date with new/amended legislation and standards, keeping records, handing in job records daily and following administrative procedures as directed.

Skills and Abilities

Essential

- Record keeping
- A full UK drivers licence
- I.T literate – use of Microsoft word, excel and internal systems may be required
- Relevant Health and Safety awareness, such as ensuring adherence to safe working practices and environmental procedures
- Carry out duties, which require possession of a standard of numeracy and literacy (as the job requires the employee to complete time sheets and claim forms, keeping records and to fulfil statutory checks as required).
- Interacting with customers in a polite manner placing the highest possible emphasis on customer care. Encouraging customer involvement and feedback.

Desirable

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Personal Qualities

- Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)
- Delegating (appropriately designates responsibility and refers problems or activities to others for effective action)
- Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)
- Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes).
- Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations).
- Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)
- Listening (draws out opinions and information from others in face-to-face interaction)
- Communication (is proficient in both written and verbal communication)

Core Competencies

- Put our customers first
- Strive for excellence
- Be accountable
- Think and act as 'one team'
- Demonstrate respect
- Achieve work/life balance