

## JOB DESCRIPTION

<b>Post Title:</b> Joiner	<b>Director/Service/Sector</b> Housing Services, Repairs and Maintenance		<b>Office Use</b>
<b>Grade:</b> Band 6	<b>Workplace:</b> Anywhere in the county		JE ref: 4132 HRMS ref:
<b>Responsible to:</b> Team Leader	<b>Date:</b> April 2022	<b>Craft Worker:</b>	
<b>Job Purpose:</b> To undertake repairs to the Council's housing stock, public buildings and other premises to a high quality in accordance with any pre-determined specification, time-scale or appointment.			
<b>Resources</b>	Staff	Mentoring and day to day supervision of apprentices. Supporting their development and training, including taking part in reviews with training bodies and team leaders.	
	Finance	None	
	Physical	Vans, Tools and Equipment	
	Clients	Tenants, internal and external stakeholders. - shared responsibility for the general wellbeing and safety of those who use the service, the general public	
<b>Duties and key result areas:</b>			
<ul style="list-style-type: none"> <li>• Undertake internal and external joinery repairs to the highest quality and standard in accordance with work requests and pre-determined specifications to a wide range of fixtures and fittings. This will include the removal or adjustment of existing fittings and fixtures, the preparation of surfaces, the marking out, construction/ fabrication / assembly of new fittings and fixtures and re-fitting, planning and scheduling of work. Any remedial work to be carried out to the highest standard, including the relaying of floorboards, carpet &amp; underlay.</li> <li>• To ensure that adequate stores and materials are available in order to undertake the required repair. Employees will be responsible for the maintenance of their imprest stock levels. They will be required to keep such materials in a secure fashion and replenish stock as necessary, keep proper records, to itemise stock usage on individual works orders and immediately notify their Manager of any discrepancy or losses discovered, if they occur.</li> <li>• To have a sound working knowledge of all elements of building construction, components, building trades and applicable building regulations.</li> <li>• To ensure that adequate store and materials are available in order to undertake the required repair. Employees will be responsible for the maintenance of their imprest stock levels. They will be required to keep such materials in a secure fashion and replenish stock as necessary, keep proper records, to itemise stock usage on individual works orders and immediately notify their Supervisor of any discrepancy or losses discovered, if they occur.</li> <li>• To undertake a visual inspection of any vehicle used by the post-holder to ensure that lights, tyres washers and wipers are in a serviceable condition. Vehicles must be driven with courtesy and care and kept clean and tidy by users Complete daily vehicle inspections every morning prior to starting work record any defects using the councils processes and procedures Ensure vehcile defects are reported to the councils vehicle workshop as soon as possible</li> <li>• Work to an appointment system and complete work within priority timescales.</li> <li>• To have a sound working knowledge of health and safety legislation and safe working practices and ensure these are adopted when undertaking repair or construction work and where required issuing instructions / advice to tenants to ensure the health and safety of any occupants.</li> </ul>			

- To ensure that a high level of customer care is adopted when undertaking repair or construction work including: providing information and advice on any work to be undertaken; to take the necessary steps to protect tenants furnishings and effects from any incidental damage or dust during work; to ensure any building rubble or debris is cleared up and removed from site, leaving the site in a clean and tidy condition; to advise the tenant where any follow on work is required and to ensure that the Team Leader is advised accordingly so that appropriate arrangements can be made; and to receive and refer any additional repair reports from tenants and pass appropriate details to the section.
- Where appropriate the postholder will be allocated and complete work via mobile data transfer and vehicle location systems and ensure mobile communications are used effectively including: pre-arranging appointments with tenants; seeking advice and instructions where required; arranging for parts and materials; and, arranging for follow on trades to call.
- To ensure that any measuring is undertaken accurately.
- The post holder will be committed to multi-skilling to undertake peripheral or incidental work not directly associated with the post-holder's main trade in order to complete a repair. E.g. minor plumbing, plastering and occasional brickwork. with appropriate training.
- Undertake periodic training and development as required by the needs of the service, to ensure changes in systems and emerging technologies can be managed and serviced in line with regulations and manufacturers requirements.
- Ensure that all work is carried out safely in line with H&S regulations, policies and procedures. Undertaking and contributing to Risk Assessments as and when required.
- Attend all toolbox talks and briefings as required by the service.
- Ensure compliance with organisational requirements for Data Protection, risk management, safeguarding, health and safety and other legal and statutory requirements, along with best practice and general duty of care. Including supporting the council's obligation to ensure community safety through making referrals as and when appropriate.
- To ensure confidentiality is maintained at all times.
- The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

### **Work Arrangements**

Transport requirements: Daily travel to various locations within the county

Working patterns: 37 hrs per week. Fixed hours. Evening and weekend work – standby rota

Working conditions: Working in tenants homes, empty houses and other public building as required

## PERSON SPECIFICATION

<b>Post Title:</b> Joiner	<b>Director/Service/Sector:</b> Homes for Northumberland	Ref: 4132
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
City & Guilds Level 3 in Joinery or equivalent A broad knowledge of building construction. Good knowledge of the Health & Safety requirements associated with the trade	An understanding of social housing or local authority housing.	
<b>Experience</b>		
Extensive experience of being an Joiner Experience in a customer facing environment	Evidence of multiskilling within the construction industry Experienced in working in social housing sometimes in challenging situations	
<b>Skills and competencies</b>		
Good organisational, problem solving and planning skills Good communication skills Demonstrate sound decision-making skills Ability to meet the travel requirements of the post Ability to mentor and supervise trainees and apprentices, including attending meetings and writing progress reports to support their development.		
<b>Physical, mental and emotional demands</b>		
Working in a range of position, sometimes in tight spaces with the need to carry tool, equipment and materials. Regular periods of concentrated mental attention and tight deadlines Regular contact with tenants working in their homes may result in some emotional demands Some exposure to disagreeable and unpleasant conditions		
<b>Motivation</b>		
Must be self motivated and have the ability to work largely unsupervised. Understanding the diverse needs of customers. Work collaboratively as part of a team Flexible approach to delivery of the service to customers. Willingness to support the need to provide an out of hours / emergency service and attend appointments outside of normal working hours on occasion.		
<b>Other</b>		
Maintain a Full clean driving licence to deliver the service across a wide geographical area. Able to work unsupervised Able to work outside of normal office hours, as required		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits