

JOB DESCRIPTION

1. JOB DETAILS

JOB TITLE	Joiner (Multi Skilled)/ Trade Technician Joiner (Multi Skilled)
REPORTS TO	Site Supervisor/CE Contract Manager
TEAM	Property Maintenance Team
LOCATION	Mobile within Creating Enterprise Operational Area
SALARY DETAILS	Up to £28,379 per annum, plus £500 Drivers Allowance
HOURS OF WORK	42 Hours per week (Monday – Thursday 8am – 5pm, Friday 8am – 4.30pm)

2. PURPOSE

To carry out the full range of joiner duties and other multi tasks duties, including tiling as and when required and instructed multi-skilling duties. Develop a commercial value for money, customer focused service for by doing things right first time.

Ensuring safe and economical installation, repair and maintenance at each property.

To support Employment Academy participants as required providing on the job guidance to trainees and volunteers.

3. DIMENSIONS Scale & Diversity

Work is based at any property or location (domestic, commercial or other) in the operational area of Creating Enterprise as directed by line manager.

Accountable for the upkeep of a vehicle and up to £4K of tools, equipment, and materials within your control.

4. MAIN ACCOUNTABILITIES

To carry out the full range of repairs, maintenance and remedial tasks to any property or asset within the ownership or responsibility of Creating Enterprise to the relevant quality standard, ensuring work is carried out within agreed targets and timescales.

To plan and work in a small operational team delivering Aids and Adaptations, installation of kitchens and bathrooms and repairs.

Ensure all appropriate paperwork is completed and submitted.

Work in any operational team as directed and instructed by your supervisor.

To recommend repair solutions to line manager as required.

Demolition duties, for example, but not limited to, knocking down internal walls, taking out bathrooms, kitchens and all associated work to make good, affected areas.



Safe use of power tools (for example, disc cutter, breakers, power drills, generators, nail gun).

Assist in the removal of waste as and when required.

To liaise with tenants, management and other trades to deliver a commercially viable, customer focused maintenance service that delivers high quality whilst demonstrating value for money.

To provide feedback on measurements, follow on works and parts required to the Contracts Manager.

Ability to remove, adjust and re-fit internal doors which are catching or not closing properly.

Adjustment or replacement of UPVC windows and doors.

Ability to measure and replace glazing units.

Installation of bathrooms, kitchen units and worktops.

Tiling works to kitchens, bathrooms & fully tile A&A bathrooms.

To carry out all multi skilled duties and tasks as directed by the Site Supervisor.

Competently use a handheld device, on a daily basis, to receive and complete all jobs.

Comply with Health & Safety legislation and in accordance with Creating Enterprise's Health & Safety policy and procedures.

5. CORPORATE ACCOUNTABILITIES

To actively support the overall delivery of Creating Enterprise's objectives to provide an excellent, innovative and truly customer focused service.

Support Covid legislation, regulations and requirements.

As a representative of Creating Enterprise, to, promote and maintain a positive attitude and image at all times.

To positively promote Creating Enterprise's values; constructively challenging traditional ways of working, contrary behaviour or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Creating Enterprise's Standing Orders, policies and procedures.

To support the development, review and implementation of policies and procedures, in particular of:

- Health, safety and welfare initiatives
- Creating Enterprises' principles on Equality and Diversity
- Risk management initiatives
- Performance management practices

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively where required.

6. WORK CONTEXT (environment, type of equipment)

Work requires lifting and carrying and operation of hand and power tools. The use of ICT systems (handheld devices) and technology is a requirement of the post.

Required to regularly work in dirty properties/sites (where H & S permits).



The role is site based and there is a daily requirement to travel locally.

The post holder may be required to work evenings and/or weekends occasionally in line with business requirements.

7. AUTONOMY AND DECISION-MAKING (limits and freedoms)

Freedom to carry out required works to resolve fault reported by a tenant or identified during a safety check/service within agreed parameters.

Examples of decisions that are referred are:

- Any items involving expenditure outside agreed works.
- Policy decisions.

8. COMMUNICATIONS (the main communications that take place. frequency, purpose and method)

INTERNAL	Trade Technicians – Daily communication with other trade technicians. Creating Enterprise Contracts Manager – Daily progress reporting and raising any on-site issues that require co-ordinator involvement.
EXTERNAL	Tenants – Keeping tenant informed of work activity and repair decisions on-site.

9. AREAS OF COMPLEXITY (what provides most stretch)

Time restrictions to carry out daily list of activities.

Work schedule interrupted due to access problems or non-availability of material from suppliers.

Dealing with tenants that are expecting a component replaced rather than a repair.

10. AGREEMENT

Job Holders' Signature:

Date:

Line Managers' Signature:

Date:



Person Specification

Trade Technician Joiner (Multi Skilled)

ACADEMIC /PROFESSIONAL QUALIFICATIONS	Essential / Desirable	How this will be assessed
City & Guilds, Diploma or NVQ Level 2 in Joinery (or equivalent)	Essential	Application/ Certification
Valid CSCS Card	Desirable	Application/ Certification
KNOWLEDGE & EXPERIENCE		
Experience of carrying out the full range of joinery trade works in domestic dwellings and the ability to “multi-skill”	Essential	Application/ Interview
Experience of removing, replacing and adapting/minor repairs to kitchens	Essential	Application/ Interview
Experience of removing, replacing and adapting/minor repairs to bathroom suits	Essential	Application/ Interview
Experience and good all-round knowledge of housing maintenance activities	Essential	Application/Interview
Experience within the social housing sector	Desirable	Application/ Interview
Good knowledge of relevant H&S regulations, legislation and safe working practices applied on-site	Essential	Application/ Interview
Experience of working to and achieving strict deadlines	Essential	Application/ Interview
Knowledge and understanding of quality and service standards	Essential	Application/ Interview
Experience of providing exceptional customer service and answering customer questions appropriately	Essential	Interview



SKILLS		
Ensure good quality workmanship which upholds company standards, complies with building codes and follows safety requirements	Essential	Application/Interview
Excellent planning, organisational, time keeping and prioritisation skills	Essential	Application
Ability to use ICT systems – use of a hand-held device (PDA/Mobile)	Essential	Interview
Excellent written and verbal communication	Essential	Application/Interview
Ability to undertake dynamic risk assessment and follow written risk assessments and method statements	Essential	Interview
Ability to drive and a Full UK Driving Licence*	Essential	Application/ Certification
Flexibility to work independently	Essential	Interview
Welsh Language Skills	Highly Desirable	Application / Interview
CORE COMPETENCIES		
Commit to Quality	Essential	Interview
Be Innovative	Essential	Interview
Do the Right Thing	Essential	Interview

Creating Enterprise are committed to Equality and Diversity in our activities

* Where disability precludes, this will be reviewed with candidates at interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.

