

PROGRESS HOUSING GROUP



JOB DESCRIPTION

Post Title:	Tradesperson - Joiner	Grade:	RMT 5
Department:	Property Services		
Responsible to:	Team Leader	Location:	Mobile

Job Purpose

Carry out reactive repairs, void re-instatement, planned maintenance and installation work to all internal & external client properties, ensuring that all work undertaken is completed with due regard for safety, quality and productivity.

Act at all times as a representative of Progress Housing Group, ensuring high levels of customer satisfaction.

Specific Duties

1. Carry out all types of joinery works for internal and external customers as instructed to a satisfactory standard.
2. Ensure that all work is performed in accordance with the requirements of Health and Safety and all relevant legislation and codes of practice.
3. Be aware of and adhere to all the relevant Building Regulations, Codes of Practice and Risk Assessments relevant to the trade.
4. Ensure that appointments are kept and repairs are carried out promptly within appropriate time scales.
5. Communicate effectively and efficiently with customers, internal colleagues and stakeholders. Always treat customers and their property with respect and explain the nature and purpose of the work being carried out.
6. Liaise with colleagues for the completion of multi-trade jobs.
7. Liaise with Team Leaders and Managers, informing them of barriers to productivity and efficient ways of working. And work collaboratively with Team Leaders and Managers to resolve issues.
8. Accurately complete documentation and job tickets, either electronic or manual, relating to materials and time spent, enabling calculation of productivity and job costs.
9. Accurately manage materials, following the stock and stores procedure as appropriate. Ensure that all materials are kept in good condition.
10. Ensure that your vehicle is well maintained and in a clean and organised condition. Carry out the required daily checks, reporting any defects found to the Team Leader.
11. Maintain tools and equipment in good working order and report any damage to the Team Leader.

12. Adhere to existing working practices, methods, procedures, undertake relevant training and development activities and respond positively to new and alternative systems.
13. Participate in the out of hours operative rota within Property Services and ensure that only repairs reported as genuine emergencies are attended.
14. Report any non-genuine emergencies to the Property Services Duty Officer
15. Working away when required by the organization.
16. Undertake any other duties appropriate to the post objectives as required by Management (appropriate to the level of the post).

Corporate Responsibilities

1. Work in line with the Group's core values
2. Participate in the Group's Personal Review and Development Plan (PRDP) process.
3. Comply with the Groups Equal Opportunities, Customer Care and Health and Safety policies.
4. Undertake any training considered relevant to the performance of the duties of this post in furtherance of the Group's objectives.
5. Adopt a corporate, co-coordinated and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities of the Department and the Group.

Special Conditions

This role potentially entails a substantial amount of out of hours and / or lone working and appropriate training and safety protocols will be applied.

Name

Signature:

Date:

PROGRESS HOUSING GROUP

PERSON SPECIFICATION

Post Title: Tradesperson - Joiner
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Department: Property Services

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
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<p><u>QUALIFICATIONS</u></p> <p>Recognised Trade Qualification (NVQ/SVQ/City & Guilds) or Time served</p> <p>Construction Skills Certification Scheme (CSCS)</p>	<p>E</p> <p>D</p>	<p>Application Form/ Certificates</p>
<p><u>EXPERIENCE</u></p> <p>All types of joinery works for both internal and external customers.</p> <p>Knowledge and understanding of Health and Safety at work</p> <p>Experience of dealing with people in a customer service environment</p> <p>Working for a Social Housing Landlord</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Application Form/ Interview</p>
<p><u>SKILLS</u></p> <p>Ability to keep accurate records</p> <p>Work on own initiative, self motivated and be able to work under pressure</p> <p>Communicate effectively with internal and external customers</p> <p>Must be hard working and have an enthusiastic and flexible approach to the job</p> <p>Full Driving Licence</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form/ Interview/Driving Licence</p>
<p><u>APPEARANCE/ATTITUDE</u></p> <p>Present a good image of Progress Housing Group</p> <p>Polite and courteous at all times</p> <p>Aware of development needs and works towards achieving them</p>	<p>E</p> <p>E</p> <p>E</p>	<p>Application Form/ Interview</p>
<p>Special Requirements</p> <p>Full driving licence that is valid in the UK and access to a vehicle</p> <p>Participation in the out of hours duty rota within Property Services</p> <p>The post holder will be required to undertake an Enhanced Disclosure and Barring check.</p>	<p>E</p> <p>E</p> <p>E</p>	

