

Dunedin Canmore

Job Profile

Job Details

Job Title	Multi Skilled Joiner	Section	DCPS
Division	Trade	Report to	Property Services Team Leader (Trade)
Grade	Trade Grade	Date completed	January 2020
Disclosure Level	Basic Required		

Job summary

To provide a reliable, skilled, efficient and professional Multi Skilled Joinery Service. Working in local areas delivering a Repairs and Void service as well as backing up the Investment Team where required. Focus will be on Customer Excellence around Communication, Appointments, Right First Time, Make Safe and other key performance criteria. Work must be carried out to legislative and building regulation compliance.

Behaviours & Competencies

Our Organisational Competencies

- Think Excellence
- Think Relate
- Think Collaborate
- Think Professionally
- Think Innovate

We want our Multi Skilled Joiner to be able to demonstrate the following behaviours and competencies:

- To be proactive in the removal of barriers to ensure the delivery of customer excellence
- To work within the Group Code of Conduct at all times
- Working as part of a team delivering success and high standards
- Excellent communication skills to all customers and colleagues
- Be innovative and creative in finding the most suitable solutions
- To maintain high standards in the quality of work
- Self-motivated and able to manage your own time
- To commit to personal continuous professional development by undertaking formal and informal learning and development
- To be aware of current Health and Safety Policy and to take responsibility for your own safety and the safety of others who may be affected by your acts or omissions at work. This includes carrying out your duties in line with CDM 2015
- To adhere to the spirit and requirements of the Group's Equalities and Diversity Policy and Strategy plan
- To adhere to the spirit and requirements of the Group's Customer Service Standard.
- To represent Wheatley Group in a positive and effective manner
- IT literate – able to use email and smartphone
- Excellent Organisational skills including the ability to determine priorities under pressure

Person Specification

Experience

Essential

- Demonstrate substantial recent relevant experience in Repairs and Maintenance
- Experience of working in domestic and commercial properties
- Practical experience of Health and Safety legislation & CDM 2015
- Be able to demonstrate high standards of Customer Excellence
- Determine the material required to carry out effective repairs
- Carry out surveys and make appropriate recommendations for repairs

Skills

Essential

- Ability to carry out carpentry and joinery repairs within properties
- To carry out investigation on defects assessing repair requirement
- Carry out installation work in areas such as kitchens, bathrooms, windows and doors for example
- Proven ability to meet the physical demands of the role
- Proven ability to work as part of a team and independently
- Ability to measure up for materials

Qualifications

Essential

- Recognised City and Guilds in Carpentry and Joinery qualification or equivalent.
- CSCS Card (Test for Operatives)
- Full driving licence

Desirable

- To hold or be willing to work towards PASMA qualification.
- To hold or be willing to work towards a Multi Skilled qualification (skills such as basic Plumbing, Plastering, Decoration etc.).
- To be able demonstrate previous learning in Asbestos Awareness.
- To hold or willing to work towards a Locksmith qualification

Job Outputs

Role output	Includes the requirement to
Job Management	<ul style="list-style-type: none">• To carry out the traditional duties of a Multi Skilled Joiner in Repairs, Void Maintenance and Investment works and assisting various trade operatives. This will include small plumbing, joinery, decoration and other associated tasks.• To carry out jobs according to instructions and to keep materials usage to a minimum consistent with required quality standards, obtaining approval whenever any substantial variation from orders is required.• To ensure the customer appointments are kept to time and communication is maintained with the customer at all times.• Manage workload including reactive maintenance and report performance issues to your Team Leader or Manager.• Support other Team Members such as Planners and Team Leaders wherever possible to keep the customer at the forefront of your role.
Emergency Works	<ul style="list-style-type: none">• To carry out Emergency repairs within the target Timescale.• Make Safe: to record the time an emergency repair has been made safe in the appropriate section on the PDA and if this is not available to communicate the information back to the Planner.• If a follow up visit is required, communicate with the customer and report back to the Planner / Team Leader all appointment requirements.
Materials	<ul style="list-style-type: none">• To order materials from suppliers for jobs which need a follow up visit due to not having the availability of Van Stock.

	<ul style="list-style-type: none"> Information on such orders are to be added onto the job notes on the PDA. To manage and be responsible for Van Stock assigned to your vehicle.
PDA Usage	<ul style="list-style-type: none"> To use the PDA as instructed adding notes to all jobs as to works done and updates to jobs. Enter Make Safe details to all emergency jobs. To carry out and complete the Risk Assessment on all jobs.
Equipment	<ul style="list-style-type: none"> To ensure that all tools and equipment are kept in good working order and where required serviced regularly. When driving a vehicle the vehicle section on the PDA must be completed.
Health & Safety	<ul style="list-style-type: none"> To carry out work in accordance with the Health and Safety at Work Act 1974 To ensure all Health & Safety requirements are adhered to in relation to carrying out works, such as specific job Risk Assessments. Adhere to CDM2015 and all related H&S legislation and guidance. Report all Incidents and Accidents at the earliest opportunity. All works are to be carried out in accordance with the building regulations.
General	<ul style="list-style-type: none"> Attendance at all Team and Group Sessions and meetings as well as participation in the relevant appraisal system My Contribution. To undertake any other duties within the scope of Multi Skilled Joiner as prescribed at your initial place of work or at any other of the Group's establishments or any work that the business is transferred to. Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the Group.
Achievement of agreed targets for the Team	<ul style="list-style-type: none"> As agreed through the My Contribution process.
Efficient and well managed work processes across the function	<ul style="list-style-type: none"> Value for money delivered on all outputs. Annual cost reductions and efficiency savings met within workstream.
Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> Comply with and implement all Wheatley Group policies and procedures Act ethically and with integrity.

Additional Hours

- Where agreed to carry out overtime as required
- To take part in the Emergency Call Out Rota
- To take part in the Two Shift Rota System

Interdependencies

- Team Leaders
- Repairs & Cyclical Manager
- Investment Manager and Compliance Co-ordinator
- Trades Operatives
- Works Planners Schedulers
- Customer Service Centre Team
- Group repairs customers (DCH, Lowther, WLHP, Barony & Your Place)
- Housing Managers
- Housing Officers
- Service Improvement Team
- All Teams within DC and Wheatley Group involved directly or indirectly in the provision of repairs services
- External Sub Contractors
- Materials Suppliers