



wdh

Job Description

Job Title:	Senior Joiner
Grade:	SCGBT
Section:	Technical Services
Reports to:	Team Leader
Responsible for:	Apprentices/Trainees where applicable

The Job

Is to:

- carry out a wide range of Joinery and regularly complete all multi-trade tasks on all types of company owned dwellings / properties, also where WDH have secured external contracts and other schemes of work;
- promote the service in a manner consistent with the Customer Charter, ensuring a high standard of Customer Care is achieved at all times;
- undertake the role of an apprentice mentor and act as a role model for other trade operatives;
- ensure that performance is achieved, in line with agreed targets and timescales; and
- carry out any other appropriate task as instructed by supervisor / management.

The Bigger Picture

You will:

- work flexibly across WDH's operating environment providing support, skills and knowledge in all different work streams including but not specific to your own trade, to include when required other multi-skilled tasks;
- be fully conversant with Health and Safety legislation and the affect of this legislation with regard to the work that is to be carried out;
- be able to work on own initiative with limited supervision completing a full range of multi-trade tasks on a regular basis ensuring that all works once completed are to be to the Industry Standards, Company Specification and Manufacturers instructions;
- achieve departmental targets including high levels of customer satisfaction, productivity, first time fix, access rates and minimising revisits;
- build and maintain excellent working relationships with colleagues, customers and managers to ensure the effectiveness of the service;
- review and analyse your own performance against individual performance targets, ensuring that your productivity, quality and cost of work meets required performance standards;
- make suggestions for efficiency savings and service improvements to Team Leader and actively participate in team briefings; and

- any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

The Day to Day

Depending on work stream you will:

- carry out repairs, maintenance, servicing, installation, new build and refurbishment as well as other tasks, and applying appropriate work which evidences value for money;
- identify from inspection/fault finding, materials required to carry out a satisfactory repair to the required standard;
- undertake all work in line with health and safety policy statements and safe working practices;
- manage, control and be responsible for a stock of materials held within a van supplied by WDH;
- use IT systems accurately including but not exclusive to - job records, stores requisitions and time sheets as required;
- ensure site cleanliness during maintenance work and upon completion of work;
- ensure the safe handling and storage of all plant and equipment, including regular checks for roadworthiness on vehicles for which you are responsible; and
- liaise with tenants and premise managers concerning the timing and progress of work to be undertaken.

Personal Contacts:

Internal: Managers and Team Leaders

External: Tenants, Stakeholders, occupants of properties and members of the public

The Person Specification

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
A qualification at Level 2 of the Regulated Qualifications Framework in a relevant subject area, for example an NVQ Level 2 in joinery	✓		AF / CQ	✓
Valid CSCS Card		✓	AF / CQ	

Determination				
Excellent communication skills.	✓		AF / I	✓
Appreciation of programming and timescales with regard to other trades.	✓	✓	AF / I	
Excellent time keeping skills.	✓		AF / I	
Be organised in managing own workload, using own initiative and self motivated.	✓		AF / I	
Experience of working to performance targets, including but not limited to productivity, quality and cost of work	✓		AF / I	

Nous				
Health and Safety at Work Regulations. e.g. Asbestos awareness, COSHH, Manual Handling.	✓		AF / I	✓
The ability to multi-skill in your own and other trade areas to ensure a first time fix, or to prevent other trades having to complete work.	✓		AF / I	
Experience of working in occupied and empty properties.	✓		AF / I	
Implementation of manufacturers' instructions and manuals.	✓		AF / I	

Experience of being cost conscious and delivering a value for money service.		✓	AF / I	
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Attitude				
Able to demonstrate a customer focused attitude and experience of working in a customer facing environment.	✓		AF / I	✓
Able to communicate with public and clients in a polite and pleasant manner.	✓		AF / I	✓
The ability to deliver a quality service and work flexibly in terms of hours of work and work content; to suit the business and customer needs	✓		AF / I	✓
Proven track record in excellent customer care.	✓		AF / I	
Experience of liaising with trade colleagues and other trades to schedule follow on works when required	✓		AF / I	
Experience of undertaking the role of an apprentice mentor and role model for other trades		✓	AF / I	

Additional Requirements of the Role				
Current, valid UK Driving licence with the ability to travel throughout the district and to other locations as required by the business. You may also be required to drive a company vehicle.	✓		AF / CQ	✓

Key
AF - Application Form
I - Interview (this may include a presentation and occupational test where appropriate)
CQ - Certificate of Qualification
R- References