# JOB DESCRIPTION

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| **JOB TITLE:** | **Multi Skilled Joiner** |
| **RESPONSIBLE TO:** | **Working Supervisor** |
| **DEPARTEMENT/ SECTION:** | **Repairs and Maintenance Service** |
| **SALARY (£):** | |

| **MAIN PURPOSE OF THE JOB** |
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| To carry out predominately joinery work and repairs to Adra's occupied and empty properties, communal areas, related assets, and any other contractual works throughout the County and surrounding areas.<br><br>To carry out other duties that may be classed as multiskilled work.<br><br>Develop a value for money customer focused service by 'doing things right first time' and being 'true to our word' and delivering Health, Safety, Quality and Environmental (HSQE) Excellence in partnership with Customers, Staff and Service Providers. |

| **KEY RESPONSIBILITIES** |
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| • Deliver services consistently in accordance to Adra's code of conduct, equal opportunities and dignity at work policies and procedures within daily operations.<br>• To organise time and resources effectively in order to deliver direct multiskilled work and repairs.<br>• Assist with the development of new initiatives to service improvement.<br>• Contribute to Adra's environmental policy through minimising the environmental impact of the service<br>• Undertake tasks with minimal supervision and discuss work schedules with Resource Planners, Working Supervisors, Service Managers and other trades persons, where relevant.<br>• Complete tasks to the relevant quality standard and ensure work is carried out within agreed targets and timescales.<br>• Undertake duties in accordance with Adra's service standards.<br>• Ensure that your allocated PDA is functional at all times so that the benefits of mobile working can be fully utilised.<br>• Ensure compliance with Health and Safety legislation in accordance with Adra's Health and Safety policy and procedures and demonstrate a commitment to HSQE excellence<br>• To ensure personal protective equipment (PPE) is used at all times and compliant Adra identification is carried and used by you at all times.<br>• Identification of site hazards and ensure assessments and risk control methods are in place and act promptly<br>• Ensure prompt attendance at pre-appointed work and attend meetings and training sessions as directed by line management. |

- Carry out required personal vehicle checks in accordance with Adra's fleet policy and procedures.
- Assist in the co-ordination, planning and ordering of materials and plant for tasks.
- Ensuring that dilapidation surveys are complete prior to work being undertaken and completion.
- Ensure that the Working Supervisor is appropriately informed of completion of tasks and that maximum productivity is delivered at all times.
- Maintain the trust and support of site personnel and sub-contractors.
- Provide operational cover as required for sickness, leave and secondments.
- Offer advice to tenants in relation to standard property maintenance and advise Management about possible future service needs to ensure that all resources are adequately planned. Escalate promptly any welfare or serious mismanagement of property issues to the working chargehand.
- Ensure customer complaints, no access issues and refusals are escalated promptly to your line manager.
- Take responsibility of your own Health and Safety wellbeing whilst on site at all times
- Contribute to the achievement of Adra's performance management framework in particular key personal objectives through the appraisal scheme.
- Ensure information is used in accordance with Data Protection Act and any other legislative guidelines.
- Work as an effective member of a self managing team with a sense of collective responsibility and purpose and to provide support and advice to colleagues where appropriate.

**SPECIAL CIRCUMSTANCES:**
The Post holder may be required to work unsocial hours on occasions to meet business service requirements and to provide cover for emergencies. Be willing to be placed on the call out/out of hours rota service if relevant.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

| PERSON SPECIFICATION | ESSENTIAL/ DESIRABLE |
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| **QUALIFICATIONS** | |
| Qualified to City and Guilds/NVQ Level 2 in Joinery or relevant demonstrable experience | E |
| Qualified or to City and Guilds/NVQ Level 2 in one of the following building trades: roofing/ bricklaying/ joinery/ plastering/ plumbing | D |
| **EXPERIENCE, KNOWLEDGE AND SKILLS** | |

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| Previous experience in the repairs and maintenance of domestic properties and related assets | E |
| Full members of CSCS | D |
| General knowledge and understanding of current health and safety legislation with specific reference to the construction industry. To undertake and carry out risk assessments appropriate to the activity being undertaken | D |
| To be IT literate in the use of computers and keyboards, PDA's (palm top computer) | E |
| Good interpersonal skills and a proven ability to communicate effectively with customers and colleagues | E |
| Able to prioritise and organise own workload | E |
| Demonstrate good customer service skills | E |
| Enthusiastic | E |
| Able to work accurately under pressure both in a team setting and on your own | E |
| Able to inspect work carried out to ensure that it is the required standard | E |
| Commitment to the service delivery plan and company's objectives | E |
| Work unsupervised and be able to demonstrate decision making | E |
| Being able and available to travel throughout the county | E |
| To be able to work unsocial hours as and when the service requires | E |
| Knowledge of Schedule of Rates | D |
| Experience of undertaking visual condition surveys | E |
| Full clean, valid driving licence | E |
| LANGUAGE REQUIREMENTS | |
| General ability to communicate in Welsh and English, to include saying place names/Welsh first names, give and receive details, provide a bilingual greeting. | E |