

Job profile

Job title: Kitchen Fitter	Responsible to: Repairs Team Leader
Salary Grade: Up to £37,151 dependent upon experience.	Contracted Hours: 40
Responsible for: Apprentices / Trainees (when applicable)	Behaviour level: 1

Purpose of the job:

To undertake kitchen installations, associated repairs, maintenance and refurbishment work within company-owned homes and properties owned by partner organisations, providing a high-quality, efficient service and excellent customer care in a cost-effective manner.

Key accountabilities:

Main Duties

To significantly contribute to the provision of a first-rate repairs and maintenance investment service for South Lakes Housing's tenants and external clients by providing **'The right repair, done at the right time, first time'**, and other installations including:

Primary skill

- To undertake all aspects of domestic kitchen fitting, including removing existing kitchens; setting out installations; fitting cabinets, doors, drawers, worktops, sinks, panels, plinths, cornices and associated joinery; making accurate cut-outs; adjusting components; and completing repairs to existing kitchen units and fittings.
- Read kitchen plans, check measurements and set out installations accurately before work starts.
- Install worktops and finishes neatly, ensuring joints, edges and sealants are completed to a high standard.
- Check completed kitchens for quality, safe operation and defects, and leave the customer's home clean and tidy.
- To interact on a daily basis with clients and successfully manage their expectations and maintain communication between them and SLH
- Safe use of hand power tools and other equipment on site.
- To manage own tasks within the programme
- To occasionally work on alternative workstreams as business needs dictate.
- To provide Out of Hours Emergency service on rota basis (additional remuneration).

Multiskilled

- Wall tiling, including splashbacks
- Basic plumbing associated with kitchen installations, including fitting taps, connecting sinks and repairing minor leaks
- Minor plaster patching and making good
- Basic joinery repairs associated with kitchen works
- Minor building work and making good associated with kitchen installations

In addition to the above, the post holder will exercise the following responsibilities:

Responsibilities

- Ensure (in collaboration with others) that continuous improvement, value for money and best value are delivered by challenging existing practices, setting targets for improvement and intervening as necessary ensuring an efficient, high performing, customer focussed service
- Represent the interests of SLH to external parties
- Contribute towards the achievement of the vision and objectives of SLH
- To comply with SLH's Health & Safety Policy and Procedures including the Code of Safe Working Practices and Drivers Pack.
- Diagnostic work and Accurate reporting of project status to management team

Key Accountabilities

- Ensure the effective delivery and operation of the service
- Assist and contribute in the activities to modernise service delivery and management.

Customer Focus

- Ensure customer focussed service is delivered at property level which engenders respect, honesty, integrity and high degree of communication.
- Maintain awareness of customer and community needs and how they will impact on service demand over the short/medium term
- Ensure continuous service development in response to customer needs
- Assist in the development and maintenance of a market led service

Performance Management

- Assist and contribute in the meeting of a range of relevant national and local performance indicators.

On Call Obligation

- You will be part of the Emergency 'Out of Hours' team. This is worked on a rota basis for which a payment is made.

General

- To be a proactive member of the SLH team; continually seeking to improve and develop your own skills and the performance of the team.
- You will seek to improve processes and keep value for money as a focus for the benefit of our customers.

- To ensure that Health and Safety policies and procedures are embedded and adhered to, to deliver effective and safe services and operations.
- To ensure you work in accordance with the Equality Act 2010 and our Equality & Diversity Policy at all times.
- To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

Person specification

Job title: Multi-skilled Joiner		
Criteria	Essential / Desirable	Method of Assessment
Qualifications		
Completion of a recognised apprenticeship or equivalent in Joinery/ carpentry works.	D	AF/I
To have over 3 years experience fitting kitchens	E	AF/I
Able to demonstrate the additional skills required for multi-skilling.	E	AF/I
Use of mobile apps	E	I
Knowledge, skills and abilities		
Health and Safety at work relating to joinery works. ladders, portable hand tools, abrasive wheels, asbestos awareness etc.	E	AF/I
The ability to trace, diagnose and rectify faults in upvc, composite and timber door/ window components.	E	AF/I
Knowledge of the skills, technology and safety procedures required to carry out the full range of tasks contained within the job description.	E	AF/I
Other trade skills and methods of work / materials	D	AF/I
Full driving licence for a passenger car with no more than 6 current penalty points	E	AF/I
Ability to work with the minimum of supervision	E	AF/I
Ability to resolve problems with own initiative / experience	E	AF/I
Ability to work flexibly being part of the Emergency Out of Hours Team	E	AF/I
Ability to use electronic devices including PDA's (Personal Digital Assistant)	D	AF/I
Current CSCS Registration Card	D	AF
Excellent Customer Care skills	E	AF/I
Strong commitment to team working and proven ability to work well as part of a team	E	AF/I
Interest in and commitment to local public service delivery	E	AF/I
Good verbal and written communication skills including the completion of necessary work documentation	E	AF/I
An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH.	E	I

Experience		
Minimum of 3 years' experience of Joinery work post completion of apprenticeship/ training.	E	AF/I
Experience of working within a Social Housing/Local Authority environment.	E	AF/I
Multi trade skill experience which also includes plumbing, general building, tiling and plastering	E	AF/I
Experience in fitting of Vinyl Flooring	D	AF/I
Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i> By living our behaviours every day, our colleagues, managers and senior managers are living our shared values and helping to deliver our Business Strategy objectives of Quality Homes, Quality Services and Quality People: • Do the right thing For residents, communities and each other. We stop and consider what the right thing to do is, even when it is difficult • Show respect and kindness, always No matter the situation or conversation, we treat everyone with respect and kindness. • Be honest and fair Honesty and fairness underpin what we do. We value transparency, welcome discussion and debate, and are open to change when it is the right thing to do. • Make it happen We take personal responsibility, take pride in doing our best, stay curious and embrace learning and innovation. • All belong at SLH We embrace the power of difference and see it as a real strength, ensuring everyone feels they belong.	E	I
E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave	

Please note: No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.		
Role profile prepared by: Paul Smith		
Review date: Sept 26		
Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.		