

## Job Description

Job title:	<b>Joiner</b>	Location:	Merseyside
Responsible for:		Responsible to:	Team Leader

## Overview of the role

To carry out high quality repairs, planned works and various allied works to Plus Dane group properties, ensuring that you provide an efficient, customer focussed and cost effective service and that a quality product is delivered.

## Main responsibilities and accountabilities

- To carry out the duties of a tradesperson as directed by the responsive Team Leader, including assisting other tradesmen, handling and delivering building materials to site and ensuring all information is accurate and up to date
- 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 that work is carried out in accordance with all Health and Safety at Work regulations and Codes of Practice, including wearing protective clothing as supplied, and to attend training as requested.
- To ensure that you risk assess all work activities and refer to any relevant Method statements and risk assessments.
- To maintain all Plus Dane tools and issued equipment in good working order and serviced regularly,
- Drive the company vehicle ensuring compliance with the Highway Code and keep the vehicle clean, tidy and presentable to maintain the image of Plus Dane.
- To carry out weekly van checks, reporting any damage immediately.
- To carry out works required on job orders and arrange visits to keep pre-arranged appointments, as appropriate & to collect or receive delivery as necessary, goods from suppliers.
- Carry out Pre inspections and all associated recording as directed by your line manager
- To report to the Team leader any additional items or defects encountered during the course of day to day work.

- To keep accurate daily records of work carried out using any technology provided by the company, in accordance with procedures ensuring that all appropriate schedule of rates codes are entered on the job.
- Maintain tailored imprest van stock to ensure efficient and effective service delivery
- To deal with emergencies, including taking part in the out of hour's standby rota (call out is on a voluntary basis and as needed)
- To work overtime by agreement if required (overtime is on a voluntary basis and as needed)
- To maintain a professional and cordial relationship with tenants. Ensuring that all measures are undertaken to protect goods and possessions.
- Reduce all waste to a minimum and segregate any waste and dispose of appropriately in accordance with company instructions
- To work within the requirements of the Group's employment and other corporate policies and procedures and demonstrate a personal passion for making a difference.
- To undertake any other similar duties as may reasonably be expected of the post holder.

### Key contacts

The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below.

#### Key internal contacts are:

- Colleagues
- Schedulers
- Line Managers
- Neighbourhood,

#### Key external contacts are:

- Customers and residents
- Contractors
- Members of the public

Person Specification	
Job title:	<b>Joiner</b>

Area	Requirements- (E) Essential/ (D) Desirable
Education	<p>It is essential the applicant has;</p> <ul style="list-style-type: none"> <li>• City and Guilds, NVQ or equivalent qualification (E)</li> </ul>
Experience & knowledge	<p>It is essential that the applicant has</p> <ul style="list-style-type: none"> <li>• Experience in working on responsive and void maintenance. (E)</li> <li>• Experience in planned building maintenance. (E)</li> <li>• Good level of knowledge of health and safety regulations and be able to apply safe working practices. (E)</li> <li>• Ability to apply judgement on whether repair or replacement is required. (E)</li> <li>• Ability to identify any issues or problems and manage customer reactions when unable to meet their expectations. (E)</li> <li>• Prioritises and manages time and tasks effectively to get things done and shows determination to solve problems and deliver results. (E)</li> <li>• Good understanding of IT and technology required for recording works carried out. (E)</li> <li>• Keen understanding of data protection and confidentiality requirements. (E)</li> </ul>
Personal qualities	<ul style="list-style-type: none"> <li>• Must have a full UK driving licence. (E)</li> <li>• Self-motivated team player with a positive approach with the ability to work as part of a team and to adapt behaviour to ensure effective team working. (E)</li> <li>• Good communication skills, both written and verbal and interpersonal skills. (E)</li> <li>• Ability to work without direct supervision. (E)</li> <li>• Able to develop a rapport with customers and treat each one as an individual. (E)</li> <li>• Understands the working environment for own role and has a general understanding of the services provided by the group. (E)</li> <li>• Uses a variety of skills &amp; techniques to communicate with others. (E)</li> <li>• Able to work well under pressure. (E)</li> </ul>

Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.