

Job Description

Maintenance Joiner

RESPONSIBLE TO: Repairs Team Leader

JOB PURPOSE:

To deliver a high quality and continuously improving repairs service to all the trusts customers by, consistently striving to achieve high levels of performance against agreed performance measures, ensuring that as far as practicable, that there are sufficient resources/materials to enable works to be completed on first visit.

'WHAT' – you do!

- To keep up to date with developments and best practice in relation to repairs and to advise promote and implement innovation, VFM and Best Value as appropriate.
- To make necessary arrangements (as far as these fall within the remit of this post) to ensure timely delivery of works of repair and improvement to meet quality standards.
- To take responsibility for allocated vehicles carrying out such administration or checks as are required to ensure the safety of self or others.
- To take responsibility for the impressed stock on the vehicle and ensure all items are replaced after use to keep fully compliant with stock list.
- To always work in a “safe” way ensuring compliance with legislation, regulatory requirements, best practice and continuous improvement.
- To complete all Joinery/multiskilling tasks set given to you by the Repairs Team Leader to a high standard to ensure customer satisfaction.

'HOW' – you do it!

- Treating everyone with respect, being courteous and sincere
- Work with others to solve issues/challenges across teams saying when you can't help and offer alternatives such as finding someone that can
- Taking responsibility, making decisions and having a positive attitude and approach to work taking actions to deliver your objectives on time and keeping people informed of progress through regular updates
- Meet promises given to customers to deliver high performance, following things through to the end by managing customer expectations in line with policies and procedures
- Actively listen to customers in order to manage their expectations effectively taking ownership of customer issues and inform managers/staff when a customer is unhappy to ensure a resolution
- Keep thinking 'how can we do this better' putting forward ideas where you can see a positive improvement can be made whilst focusing in value for money.

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
Behaviour - HOW		
Transparent with your colleagues and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Experience – WHAT		
Building Trades qualification City & Guilds or NVQ 3 related to post	E	I/C
Experience of working within statutory guidelines within the construction industry. E.g. Health & Safety	E	I/A
Experience within a housing organisation in a repairs environment.	D	I/A
Multiskilling experience across various trades	D	I/A
Skills/Abilities/Competence – WHAT		
Interpersonal Skills with a Customer Focus	E	I
Planning & organizing Skills	E	I
Motivated Team Player	E	I/S
Problem solving skills.	E	I/A/S
Ability to work under pressure to strict deadlines	E	I/S
Ability to work on own initiative.	E	I
Basic IT Skills or ability to use mobile technology (PDA)	D	I/A
Full UK driving licence	E	A/C

METHOD OF ASSESSMENT

- A** Application form
- I** Interview
- S** Skills Test
- C** Production of Certificates

