



Job title: Carpenter Multi Trade

Responsible to: Repairs/Voids/Planned Maintenance Supervisor

Purpose: To provide a first class Repairs, Maintenance and Planned Improvement service to VIVID’s Customers. To carry out a full range of carpentry works at various domestic and commercial properties within VIVID’s area of operation and a variety of other trade works totalling a minimum of 20% of work time to meet key performance indicators (KPIs)

Location: Contractual base Basingstoke or Portsmouth. Working on housing stock across all VIVID’s areas.

| Key Areas | Description | Performance standards are satisfactory when:- |
|---------------------------------|---|--|
| Quality & Customer Satisfaction | Deliver quality workmanship within your trades and without supervision To adhere to our 7 step first class repairs service | First time fix target is achieved To consistently meet all 7 steps of our ‘first class repairs service’ plan. To meet all departmental targets and corporate KPI’s All appointments are kept with no reason for customer complaints |
| Job Administration | Correct use of PDA | PDA being used 100% correctly |



JOB SPECIFICATION

| | | |
|-----------------------------|--|--|
| | <p>Jobs to be completed and updated in real time</p> <p>To complete accurate and timely record</p> | <p>100% attendance within contracted working hours</p> |
| <p>Working as a team</p> | <p>To work as an individual or as part of a team of highly skilled and professional tradespersons maintaining high standards of service provision at all times.</p> <p>Build good relationships with other teams and external bodies to promote good service delivery to enhance the reputation of VIVID</p> | <p>Demonstrate working as one team</p> |
| <p>Materials Management</p> | <p>Minimise wastage</p> <p>Maintain accurate van stock control levels</p> | <p>Satisfactory records following spot check and 1-2-1 audits</p> |
| <p>Vehicles and Plant</p> | <p>To use company vehicle in line with company procedure</p> <p>To use and store tools and plant safely and effectively</p> <p>To report any incidents to a line manager</p> <p>Keep your vehicle in a good condition</p> <p>Maintain good driving standards at all times</p> | <p>No incidents/accidents or complaints regarding the use of a company van</p> <p>No accidents, losses or damage</p> <p>100% compliance with manufacturers instructions and health and safety requirements</p> <p>Vehicle in good condition</p> <p>Driving standards met</p> |
| | <p>Ensure adherence to duties in relation to Equality and Diversity</p> | |



JOB SPECIFICATION

| | | |
|----------------------|--|---|
| Equality & Diversity | Be professional, polite and inclusive to all people at all times | Demonstration of behaviours which best support equality and diversity within the work place You treat everyone with politeness and respect |
| Health and safety | Ensure the highest standards of health and safety are maintained in all areas Take care of your own safety and that of others who may be affected by what you do (or do not do) To report any incidents in a timely manner and in line with reporting procedures | There is a great Health and Safety culture across the department You personally adopt behaviours which adhere to all Health and Safety policies and practises 100% Dynamic Risk Assessments |
| On call | Participate in the Out of Hours on call rota | |



Person Specification

| | | |
|------------------------|--|---|
| Qualifications | A minimum of City and Guilds NVQ Level 2 (or equivalent as time served in the relevant trade) | E |
| | Evidence of practical experience in other trades (relevant to the job role) | E |
| | IT Skills to get jobs through PDA, E-learning and emails | E |
| Knowledge & Experience | Good all round practical skills, including fault finding/ problem solving and decision making. | E |
| | Ability to work part of a team with minimum of supervision. | E |
| | Knowledge & experience of Health and Safety regulations. | E |
| | Proven experience in the building trade, in your core trade. | E |
| | Knowledge & experience of residential construction and maintenance trades. | E |
| | Experience of working to organisational practices, policies and procedures. | D |
| | Experience of working in a construction/ housing or maintenance environment. | E |
| | Working from specifications meeting quality control, cost control, and safety. | D |
| | Experience of working in a customer facing environment. | E |
| | Experience of using a PDA. | D |
| | Knowledge of Equality and Diversity. | D |
| Skills | Excellent communication skills, the ability to communicate clearly, orally and in writing. | E |
| | Competency in any other trade | E |
| | Ability to complete a workload per day in accordance with scheduled diaries | E |
| Personal Qualities | Capability to correctly understand drawings or plans. | D |
| | Ability to work under pressure and to deadlines. | E |
| | Self motivated | E |
| | Ability to work and deliver under pressure | E |
| | Ability to talk to people of differing technical expertise | E |

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|--------------|--|----------------------------|
| | <p>Positive “can do” attitude</p> <p>Lives our values</p> | <p>E</p> <p>E</p> |
| <p>Other</p> | <p>Current, Clean Driving Licence</p> <p>This is a physical role. Job holders must be capable of:</p> <ul style="list-style-type: none"> • Working at heights • Manual handling and lifting heavy and bulky items • A high degree of mobility, which will include walking/lifting/loading and unloading vehicles <p>Flexibility in terms of working hours. This is not a 9-5 job, so job holders may be required to work flexible hours to accommodate the business need. This could include participating in an on call rota and working on evenings and weekends.</p> | <p>E</p> <p>E</p> <p>E</p> |

Appendix A - The 7 steps to our ambition of being a first class repairs service are:

1. A good first impression
 2. Keep in touch
 3. Hello #WeAreVIVID
 4. Being safe
 5. What happens next
 6. Tidy up
 7. Plan ahead
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1. A good first impression
 - Park respectfully
 - The right PPE
 - A clean uniform
 - Clean and tidy van
 - Arrive on time
 2. Keep in touch
 - keep us in the loop
 - use your mobile device
 - track your progress
 3. Hello #WeAreVIVID
 - Introduce yourself
 - show your ID badge
 - explain what you're going to do
 4. Being safe
 - Risk assess
 - is it safe?, if not stop,
 - take time to think about safety
 5. What happens next
 - Complete the job right first time
 - can't complete keep the customer informed
 - arrange next steps
 6. Tidy up
 - Finishing touches
 - clear up
 - talk about the survey whilst your there
 - are you proud of your work?
 7. Plan ahead
 - Close the job
 - phone your next customer
 - is your van fully stocked?

Appendix B - Carpentry Activities

Carpentry Activities

- Resealing - worktops, panels, units
- Basic boarding up and Shuttering - building temporary wood supports for concrete that is setting
- Lift & replace floor boards and sheet flooring & stair nosings
- Bathroom & Kitchen fittings - Basic
- Handrail installation, Angle Trim and Kick plates
- Bathroom fittings - Intermediate
- Boxing in - remove and replace & Partition/Wall plates
- Wooden window repairs
- Install glazing unit (single and double)
- Shape door to fit & Furniture adjustment/removal
- Installing shelving
- Installing skirting boards and window cills
- Completing stair case repairs
- Timber ramp and half steps
- Installing door linings and doors and windows
- Kitchen fitting
- Locks
- External cladding and fascias
- UPVC Windows and doors, renew, repair and install

Tiling Activities

- Remove surface and prepare area ready for tiling
- Applying grouting
- Fixing ceramic tiles - basic - splashbacks and baths
- Fixing ceramic tiles - advanced - cutting around windows and corner beads