



## JOB SPECIFICATION

**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<br><br>To adhere to our 7 step first class repairs service | First time fix target is achieved<br><br>To consistently meet all 7 steps of our 'first class repairs service' plan.<br><br>To meet all departmental targets and corporate KPI's<br><br>All appointments are kept with no reason for customer complaints |
| Job Administration              | Correct use of PDA  | PDA being used 100% correctly  |

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



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| 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<br><br>You treat everyone with politeness and respect   |
| Health and safety    | Ensure the highest standards of health and safety are maintained in all areas<br><br>Take care of your own safety and that of others who may be affected by what you do (or do not do)<br><br>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<br><br>You personally adopt behaviours which adhere to all Health and Safety policies and practises<br><br>100% Dynamic Risk Assessments |
| On call              | Participate in the Out of Hours on call rota   |   |

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| 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 |

|       |  |   |
|-------|--|---|
|       | <p>Positive “can do” attitude</p> <p>Lives our values</p>  | <p><b>E</b></p> <p><b>E</b></p>                 |
| Other | <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"> <li>• Working at heights</li> <li>• Manual handling and lifting heavy and bulky items</li> <li>• A high degree of mobility, which will include walking/lifting/loading and unloading vehicles</li> </ul> <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><b>E</b></p> <p><b>E</b></p> <p><b>E</b></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