

Job Description

Job Title:	Carpenter
Directorate	Assets and Property Services
Department:	Property Services Team
Location:	Rising Sun Industrial Estate, Blaina
Reports to:	Team Manager
Date JD Agreed:	February 2024

Job Purpose

The carpenter's role carries out all aspects of carpentry work from first fix to second fix including kitchen renewals along with general carpentry work along with a range of ancillary works associated with the trade activity, within a range of occupied and void properties including communal areas, garage sites and commercial properties.

This is an important customer facing role, working with customers to ensure their homes are maintained in a timely way, keeping them informed and completing repairs right first time to help reduce costs and meet our service first principles.

Values

Our Values that support our Vision, Mission, and Aims are **CALON**. These values are vital to supporting our work as an organisation and are encouraged as our culture and way of working.

C – Creativity: we want people to think differently, challenge processes where they can see improvement, and take risks.

A – Authentic: we want people to be themselves and be open, honest, and trustworthy, and act with integrity.

L – Learning: we want people to understand the importance of learning as an ongoing approach to success in their roles.

O – Ownership: we want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.

N – “Not on your own”: we are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

Core Responsibilities & Accountabilities

- Ensuring that all carpentry works are completed in adherence with manufactures specifications/instructions and Tai Calon’s standards, policies and procedures.
- Ensuring that all works are undertaken in a considerate manner and to a satisfactory standard in terms of performance and quality. These include:
 - Installation - all aspects of install work from kitchen renewals, fire doors, void refurbishments to minor repairs.
 - Identifying, measuring, specifying and ordering materials required to complete the work.
 - Identifying the best course of action when a repair cannot be completed and making decisions for next steps.
 - Liaison with colleagues about next steps.
 - On occasion to train and mentor Apprentices / Trainees, allocate and their supervise work, resolving any immediate work problems or disputes.
 - Ancillary works associated with the core trade activity.
- Participate in the out of hours duty rota.

Detailed Tasks

- To carry out carpentry activities within the Tai Calon property portfolio, key tasks include:
 - Completing craft works ensuring that tasks are undertaken in a considerate manner and to a satisfactory standard in terms of performance and quality.
 - Daily completion of job tickets, timesheets and detailing works undertaken.
 - Working in a customer focused manor within tenanted homes and community areas.

- Carrying out dynamic risk assessments for the work to be undertaken including referring to all available risk information, for example asbestos survey data.
- Safe and effective use of tools appropriate to the work undertaken.
- Maintaining a safe and clean working environment.
- Identifying materials and essential plant and equipment, appropriate for completion of repairs and maintenance.
- Responding to changes in work programme and identifying a course of action for priorities and/or emergencies encountered during the working day.
- Interpreting site conditions including weather and excessive moisture levels and to take appropriate action.
- Appropriate use of company equipment to include mobile phones and lone working devices.
- Driving company vehicles in a safe and responsible manner.
- Engaging with the wider Property Services Team and Management—sharing knowledge, reporting additional works required, reporting Health and Safety issues and taking part in meetings with the team and your Line Manager as required.
- Working with other Tai Calon teams and external agencies to deliver customer service across all areas.

Multi Skilling

Multi Skilling is a requirement of the role, the multi skilled operative will be able to carry out trade based activities that do not form part of their core duties.

You will be able to carry out these activities to a NVQ level 2 standards, i.e. to the same standard another core trade would complete them but it is accepted that you may not be quite as efficient in completing these activities that sit outside your own core trade area.

You will not be expected to be able to carry out the full spectrum of works under each core area identified, but you should be able to carry out the Decorating, Tiling and Glazing skills and least 2 areas from the second group.

Core areas with examples of the type of task that would be considered multi skilled:

All of the following skill sets:

- Decorating skills
 - Preparing surfaces for decoration such as filling and rubbing down
 - Treating damp patches/mould
 - Painting
- Wall and Floor Tiling skills, with the ability to carry out tasks like:
 - Remove and replace a damaged glazed/vinyl wall or floor tile.
 - Remove and replace a small patch of glazed/vinyl wall or floor tiles.
- Glazing skills, with the ability to carry out tasks like:
 - Remove and replace a double glazed unit.
 - Renew a pair of friction hinges.

At least 2 of the following skill sets:

- Plumbing skills, with the ability to carry out tasks like:
 - Remove and replace/renew gutters and downpipes.
 - Remove and replace/renew soil stacks.
 - Remove and replace/renew of sanitary ware.
 - Remove and replace/renew taps and valves.
 - Remove and renew sealants.
 - Remove and rehang radiators (including re-pressurising the heating system)
- Plasterwork skills, with the ability to carry out tasks like:
 - Remove and replace a small patch (<1sqm) of plasterboard to a ceiling or wall.
 - Remove a collapsed ceiling after water damage and reinstate (Plasterer to skim finish).
 - Skim a small patch of wall or ceiling.
 - Repair a small patch of render and dash.
- Brickwork skills
 - Lift and relay paving flags.
 - Rake out and repoint a patch of brickwork.

- Repair/renew small patch of brickwork.
- Shutter and lay concrete patch to pathway.
- Specialist flooring skills
 - Remove and renew specialist non slip flooring systems.

Key working Relationships

- Daily contact and liaison with residents to carry out maintenance repairs, positively representing Tai Calon.
- Liaise with colleagues/external suppliers as required to ensure a timely delivery of goods and materials.
- Liaise with colleagues to raise concerns where appropriate to support vulnerable residents.
- Liaise with external suppliers to arrange delivery of materials where possible or 'call and collect' to minimise travel time and contribute to overall VFM.
- Liaise with customers and colleagues to keep them informed of next steps.
- Work collaboratively across all teams to ensure that work is completed and all costs captured meeting time, quality and VFM objectives.
- Actively engage with peers, supervisors, managers and unions and take part in 1-2-1s, tool box talks, team meetings and other organisational groups.

Responsibilities for Resources

- Responsible for the day to day care of your allocated fleet vehicle.
- Responsible for the accounting of any van stock allocated to you.
- Responsible for any tools, plant and personal protective equipment allocated to you, including phone, PDA, fuel and trade purchase card.

Work Environment

The physical environment requires the employee to work mainly inside and sometimes externally in and around residents homes. This can include working in confined spaces such as cupboards and lofts, and in hot/cold, wet/humid and dry conditions dependant on the season or nature of the property.

Working at heights on steps, ladders, platforms and scaffolding is required from time to time to complete work.

Lone working in empty homes and in occupied homes with the customer present is commonplace where an awareness of children, pets or vulnerable adults is needed to ensure a safe working area is maintained for staff and customers alike.

The environment can contain hazardous elements such as asbestos, needles, pest and other health and safety matters to be aware of, consequently work needs to be approached following procedure and training.

Driving between jobs, suppliers and offices forms part of the role and requires drivers to follow the highway rules and laws as well as Tai Calon's driving at work policy.

Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy.
- Apply the principles of Service 1st to their work at all times.
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Carpenter	Application Form	Interview	Practical
		1. QUALIFICATIONS			
✓		Educated to level 2 of the National Qualification Framework for England, Wales and Northern Ireland in a City and Guilds Advanced Craft or NVQ	✓		
	✓	Educated to level 3 of the National Qualification Framework for England, Wales and Northern Ireland in a City and Guilds Advanced Craft or NVQ	✓		
	✓	Asbestos Awareness level 1 Certificate / skills level 2 certificate	✓		
	✓	City & Guilds Level 1 Multi-skilling accreditation or willingness to work towards	✓		
		2. KNOWLEDGE			
✓		Health and safety knowledge with an ability to ensure safe working practices	✓	✓	✓
	✓	Comprehensive knowledge of all aspects of Carpentry works, maintenance and repairs	✓	✓	✓
	✓	Knowledge of the social housing sector in Wales		✓	
		3. EXPERIENCE			
✓		Significant experience within a similar role of similar responsibilities	✓	✓	
✓		Experience of working in the public and private sector	✓	✓	
	✓	Experience of using Microsoft Office including Word, Excel & PowerPoint and the use of handheld devices such as PDAs/Tablets.	✓		✓
		4. SKILLS			
✓		Be able to demonstrate excellent written and verbal communication skills.	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships.		✓	

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Carpenter	Application Form	Interview	Practical
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work.	✓	✓	
✓		Able to problem solve and makes sound judgements of decision when required.		✓	
✓		Negotiates/liases with customers/staff effectively showing a willingness to find a common ground.		✓	
✓		Able to work as part of a team	✓	✓	
✓		Ability to use tools commensurate to the role		✓	✓
✓		Able to use a computer / other technical devices (or a willingness to learn)			✓
	✓	Welsh Language Skills	✓		
		5. ATTRIBUTES			
✓		Tenant and customer focussed and commitment to Service First principles.	✓	✓	
✓		Demonstrates integrity and support for organisational values.	✓	✓	
✓		Committed to ongoing personal development	✓		
✓		Must be a self-starter, driven and enthusiastic		✓	
✓		Open to change and demonstrate a positive, solution focused attitude.		✓	
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
	✓	Flexible, willingness to work outside of normal working hours	✓		
		6. Other			
✓		Will need to be able to travel as part of the job, in a timely manner	✓		
✓		Requires Disclosure and Barring Service (DBS) check	✓		