



Post title	Joiner
Division / Section	Housing Operations
Department	Place
Responsible To	Team Leader
Number of Posts	

Purpose of Job

To work, either as an individual or as part of a team of operatives uses joinery skills to install, repair, renew, maintain and renovate any joinery work in council properties and non council properties.

Contribute to delivering the Councils core values.

Major Tasks / Job Activities

Complete joinery related work within Council and non Council properties. 100%

As required, install, repair, maintain and renovate any work requiring joinery skills, meeting all legislative requirements.

Fabricate and install memorial benches and playground equipment.

Fabricate signage for parks.

Install emergency fencing for flooding, landslides etc.

Carry out adaptations – installing grab rails, banister rails, reversing doors for wheelchair use etc.

Replace and repair kitchens, bathrooms, windows and doors.

Maintain machinery and extractor system in Joiners workshop.

Make properties secure after forced entry/ vandalism.

Install temporary ramps, fencing, wooden structures etc.

Install suspended grid ceilings, curtain walling, metal stud partitions, specialist cubicles etc.

Install double glazed units and glass.

Complete fire compliance and fire protection work.

Estimate, organise and order materials via stores and external suppliers and return unused materials.

Cutting polycarbonates (Lexan) for Glaziers.

Where required report all non joinery faults to FM Helpdesk/ Repairs Direct/Management

The safe separation and recycling of components/materials in accordance with current legislation.

As required take part in winter weather working e.g. snow clearing.

As required complete associated labouring duties.

Multi skilling, you will be expected to carry out multi trade tasks that compliment and are associated with the core work activity tasks which you carry out.

Standby, all operatives must participate in the out of hours emergency standby rota within their service division.

Liaise with all customers to provide a customer focussed service.

Keep records of work undertaken, including maintenance & repairs work.

Communicate with management and other colleagues via appropriate method.

Complete jobs within the required timescale.

Comply with H&S policies and carry out on site risk assessments for jobs undertaken.

Ensure site of job is left clean and safe.

Attend team meeting, performance reviews, training etc as required.

Undertake any other reasonable duties as directed by the management

Supervision and Management of People (Numbers and type of staff)

When responsible for an apprentice/work placement the post holder will carry out on the job training and regular assessment and provide feedback to Management.

Creativity and Innovation

The post holder requires skills to solve on the job problems which arise when carrying out repair, maintenance, renovation or installation work to ensure the work is completed to an acceptable standard.

Required to modify/adapt plans to suit the environment/ customer's needs and where required design/redesign joinery work to meet customers and safety needs.

They are also required to ensure that all sites are a safe place to work, this requires problem solving skills / risk assessments to ensure work is able to progress safely.

Required to recognise potential problems such as woodworm, dry /wet rot and where possible rectify.

Required to identify specialised equipment/tools/materials e.g. Historic/Listed buildings.

Contacts and Relationships

The post holder will be required to assess requirements and inform the customers of:

- Work to be carried out.
- How the works will impact on them or the users of the building.
- Any further work still to be completed.
- Health and Safety information about the repair/ installation.
- Advise upon completion of work and demonstrate the use and functions of any equipment installed.

The post holder will be required to develop and maintain effective relationships with a diverse range of people and organisations, including:-

- FM Helpdesk/ Repairs Direct/ Technical Officer to get new jobs, modify jobs and request other trades etc.
- Relatives, Housing Officers and Social Workers of vulnerable customers. To explain about visit, gain access and complete the job.
- Occupational Therapists regarding adaptations to client's homes.
- Post holders must inform the appropriate building contact on arrival, completion or no access.
- Decide if there is a need to change plans to ensure a better job.
- Fleet Services in relation to vehicle checks.
- Management in relation to Operational provision, health and safety, performance, change, and resolving complex technical issues.
- Colleagues and contractors in relation to completing joinery work.
- External and internal suppliers in relation to sourcing materials.
- Emergency Services in relation to emergency situations that may arise e.g. forced entries. Also in conjunction with the Fire Brigade, the planned dry riser programme for multi storeys.

Decisions (Discretion)

The post holder will be required to make the following decisions:

- The best way to carry out a repair or installation.
- Decides on the correct materials for the job.
- If further work required or the job will take longer than expected the post holder must decide the best course of action to ensure customers receive the best possible service.
- Decides on competency of Apprentice before allocating tasks.
- Decide if there is a need to change plans to ensure a better job.
- If any follow on work required.
- Inform management of any extended work periods which may impact on meeting future appointments/planned visits.
- If any activity in a property is improper or gives cause for concern it should be reported to management.
- When on standby, how best to prioritise work.
- When to close playgrounds for Health & Safety reasons.

The post holder can make recommendations regarding the closure of buildings and the re-housing of the occupants.

Decisions (Consequences)

The decisions made in the course of the job will impact on the health and safety of themselves, customers and colleagues, customer satisfaction performance against targets.

Resources

The post holder is responsible for the safe use, safekeeping and cleanliness of their non LGV vehicle, plant, tools, PPE and where appropriate IT equipment including mobile communications equipment. Vehicles provided are for the sole use of Council Business only.

The post holder will carry up to £5k of plant equipment and up to £5k of stock within the van allocated to them. They are fully responsible for the safe keeping, monitoring and replenishment of these resources. The value of IT and phone equipment is approximately £500.

The post holder is required to complete vehicle check sheets, machine and equipment maintenance records, standby sheets and job sheets and complete HAVS recording.

Environment – Work Demands

The post holder is fully responsible for completing the work once a full assessment has been carried out by them and in line with the set designated timescales. They are expected to make the assessment on site and inform the customer. If they are unable to complete the work they must inform management and/or FM Helpdesk/ Repairs Direct to book follow on work before leaving site.

The post holder is required to reprioritise their workload to accommodate emergency calls.

When responsible for an apprentice, will assess competency, then allocate and check work on completion.

Environment – Physical

This is an operational post and physical demands such as manual handling, carrying, bending, kneeling and generally working in small awkward spaces are required as part of the job.

For the majority of the time the post holder will be standing and crouching for long periods under floorboards, in attics, cupboards, boiler houses, shower cubicles and basements.

The post holder is required to lift and carry heavy items such as kitchen units, worktops, windows, memorial benches and timber etc, also tools/ladders up flights of stairs where there are no lifts. Moves and lifts furniture, white goods and carpets/flooring, playground equipment for vulnerable customers. All for more than 2 hours per shift.

Environment – Working conditions

The post may require the joiner to work in conditions for long periods of time which could be:

- Noisy, dusty and dirty due to working under floorboards, in attics and in the use of power tools and vibrating machinery for the duration of each job.
- Extremely dirty in unhygienic houses. Potentially exposed to pet/human excrement, infectious diseases etc.
- Extremely hot e.g. Homes for the Elderly or cold e.g. empty properties with no heating.
- Outside in all weather conditions repairing roofs, repairing playground equipment, installing windows/doors/benches etc.

Appropriate PPE shall be provided, including specialist PPE, such as eye protection, dust masks.

Care should be taken with the following:

- When working at height on roofs, scaffolds and ladders
- When using power tools when working up ladders, on scaffolding, on roofs, under floorboards and in attics.
- When working close to gas, electricity and water supplies.
- When using COSHH material.

- When lone working as may be subject to challenging behaviour.

Knowledge and Skills

The post holder must have:

- An approved recognised trade qualification e.g. City & Guilds, SVQ level 3 or equivalent.
- A full UK driving licence.
- A CSCS Card.

And where applicable:

- CPC for 7.5tonne vehicles
- Forklift certificate
- IPAF
- PASMA Tower Scaffolding Training
- ALLAM

The post holder should have a working knowledge of all current Health and Safety legislation and best practice.

Ability to effectively plan workloads, identify areas of potential failure and take preventative action.

Be able to communicate information to customers and colleagues which is meaningful.

Be able to use a range of communication skills when dealing with challenging customers.

Flexibility is essential, together with excellent communication skills and the ability to communicate effectively with people.

Where appropriate, relevant training shall be provided.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).