

Job Title	Joiner
Business Unit	Home Fix Scotland
Salary	£30,087
Reporting Structure:	Supervisor
Key Stakeholders:	Customers; other employees; partner agencies, consultants and suppliers; Elected representatives; statutory and voluntary agencies.

Job Purpose:

To use qualified trade expertise to identify and remedy a wide range of property defects and to carry out property/building maintenance duties as required.

Key areas of responsibility (What you'll deliver):

- Ensure the delivery of an excellent planned and cyclical service, delivering programmed works.
- Ensure that all properties are maintained to the highest possible standards.
- Ensure that repairs are completed within target response times.
- Provide a high standard of service to all tenants, residents and owners.
- Constantly self-monitor performance and contribute to the achievement of agreed performance and productivity targets for the Team.
- Order materials to be delivered on site thereby ensuring maximum efficiency from a cost and operational perspective.
- Utilise hand-held or other mobile devices or any other IT service improvement techniques.
- Assist HFS with service development techniques to allow Property Care to grow and achieve targets set both internally and externally.
- Using cross-skilling techniques to assist with raising productivity levels maximise growth and effectiveness of the business.
- Support other staff and operatives as necessary in identifying and diagnosing faults and advise appropriate measures as required.
- Ensure equipment and stock issued are accounted for at all times and kept safe and secure.
- Check vehicles and plant regularly and report and defects immediately.
- Identify repairs trends and appropriate proactive solutions.
- Ensure void standards are achieved within agreed timescales and costs.
- Ensure programmed works are delivered on time and to standard and within budget.
- Continually improve customer interactions and right first time resolution.
- Ensure excellent client and customer liaison by keeping all stakeholders informed of progress.
- Contribute to the development of business and strategic plans, local campaigns and targeted initiatives.
- Manage own workload, setting the standard for other team members and achieving set targets.
- Undertake other tasks and duties commensurate with grade and responsibility, in order to meet the varying demands of the business.

Expected behaviours/competencies (How you'll deliver): CF Level 1

Business and Improvement Focus	<p>Contributes to planning of targets and objectives for own team</p> <p>Focuses personal effort on activities that contribute to improving performance and is open and receptive to new ideas and readily adopts new ways of working</p> <p>Seeks relevant advice/information from appropriate sources and offers new ideas and solutions to current challenges</p> <p>Shows enthusiasm for developing understanding of organisational challenges and solutions</p>
Customer Focus	<p>Treats customers as individuals by dealing with them in a confident and competent manner</p> <p>Resolves customer enquiries promptly at point of contact and only refers to others when genuinely appropriate</p> <p>Interacts well with all customers taking into account the different needs of customers</p>
Strategy and Policy	Makes decisions in line with organisation strategies, policies and

Development	<p>procedures and how these apply to own role HFS</p> <p>Understands strategies and policies and how these impact in own team</p>
Financial Awareness	<p>Understands the need for why annual budgets are set</p> <p>Understands the need to work within defined budgets</p> <p>Works co-operatively with management on identifying efficiency improvements</p>
Managing Performance	<p>Works to high standard with minimum supervision and support and demonstrates a strong desire to deliver agreed objectives and identifies the steps needed to achieve these</p> <p>Applies own knowledge and experience to resolve problems, keeping track of own progress, completing work to deadlines or informing others when targets can't be met</p> <p>Shares own knowledge and skills openly with others to improve performance and accepts and acts on feedback on own performance, reacting appropriately to both constructive criticism and praise</p>
Decision Making	<p>Assesses information available before deciding on course of action taken</p> <p>Uses previous experience, standard procedures and common sense to make decisions</p> <p>Can recognise when decisions need to be referred to line manager</p>
Teamwork	<p>Shows sensitivity and respect for others' feelings, cultures and beliefs, showing respect for diversity</p> <p>Makes a positive contribution to the team, supporting colleagues in their day-to-day work</p> <p>Handles disagreements as they occur, seeking a constructive solution</p> <p>Shows enthusiasm to broaden own experience, knowledge and skills for own team</p> <p>Welcomes new staff to organisation by sharing own knowledge and experience in applying organisational procedures</p> <p>Provides support and feedback to new and existing colleagues when needed</p>
Leadership and Role Model	<p>Is open and honest and is a good role model to other staff</p> <p>Readily accepts responsibility for decisions and actions taken, including difficult but necessary one</p> <p>Is knowledgeable about developments, ideas and opportunities in own team and in greater team in the organisation</p>
Communication	<p>Actively listens to what is said and asks questions to aid understanding when unclear</p> <p>Presents spoken and written information clearly and concisely</p> <p>Relays information obtained from customers on service levels, needs and preferences to line manager</p> <p>Keeps customers fully informed of outcomes to any query raised, even if not able to answer query immediately</p>
Equalities and Diversity	<p>Treats everyone with respect</p> <p>Is prepared to increase own knowledge of the varying needs of customers/ colleagues from different backgrounds and experiences</p> <p>Considers impact of own actions on others and amends behaviour as appropriate</p> <p>Challenges inappropriate behaviour and language in others</p>
Health and Safety	<p>Shows good awareness of health and safety regulations in the workplace</p> <p>Ensures own behaviour complies with all health and safety requirements</p> <p>If a potential H & S risk to themselves or others is identified by them, this will be immediately reported to their line manager</p>

<p>To be successful in this role you should be able to demonstrate the following (knowledge / skills relevant to this role):</p> <ul style="list-style-type: none"> • City and Guilds completed apprenticeship scheme or other recognised qualification • Demonstrable experience and competence in the building/construction industry. • Experience of delivering excellent service to customers by responding promptly and efficiently. • Knowledge of IT, in particular use of mobile devices is desirable. • You will be compliant with Health and Safety and should have experience of working safely at height i.e. safe use of scaffold; ladders and the safe operation and use of a cherry picker (MEWP/PASMA training). • General health and safety awareness, including asbestos awareness. • Able to understand the diverse needs of customers. • Be able to communicate effectively at all levels with internal and external partners and customers. • An ability to work proactively and with the minimum of supervision. • Full UK driving licence.
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Proposed evaluation criteria:			
No evidence presented by candidate	Limited, or inconsistent evidence presented by candidate	Clear evidence demonstrated by candidate	Evidence presented by candidate above and beyond expected