

**Job Title: Joiner**

**Grade: 9**

**Job Family: Technical**

**Responsible to: Team Leader**

**Responsible for: None**

**Evaluated by Grading Panel: (date)**

**Version:**

## PURPOSE

- › The post holder will work with colleagues across the organisation in line with KNH's core behaviours and values and contribute to the delivery of the organisation's purpose, vision and objectives, ensuring positive outcomes for the business and KNH customers.
- › You will travel throughout Kirklees and surrounding areas to deliver the duties of this role and meet the needs of the business and its customers. You will be expected to work flexibly, around core hours, based on an annual hours allowance with the needs of the business being the priority. You may also be required to work overtime and be a participant on the call out rota as requested by management.
- › You will visit premises and properties to carry out joinery works in line with contractual requirements. This may include maintenance, repair, refurbishment and renewal work on domestic properties, schools and public buildings.
- › You will be required to work from a hand held mobile device and complete relevant records to ensure the department has up to date and accurate information.
- › You will build and maintain effective working relationships and communication links and be a representative of KNH with internal and external clients and customers.
- › You will have excellent communication and customer care skills to effectively liaise with a variety of customers and clients both internally and externally.

## ROLE DUTIES AND RESPONSIBILITIES

- › Ensure that contractual requirements are met through the efficient provision of a joinery service for property maintenance, repair, refurbishment and renewal work for KNH and other external clients.
- › Work in an effective manner in line with industry standards for joinery, Health and Safety and all other regulations, maintaining a safe environment for employees, service users and members of the public.
- › Effective liaison with other sections of Property Services, its clients and stakeholders to deliver the service objectives, achieved through effective team working skills.

- › Work collaboratively with your Team Leader and other Joiners to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Customer satisfaction and performance indicators are achieved through providing an efficient service in a timely and professional manner.
- › Act as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.
- › Ensure the Health and Safety of all staff and resources within the postholder's area of responsibility, i.e. delegated responsibility in relation to the nature of the postholder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974.
- › In addition to this the Management of the Health and Safety at Work Regulations 1992 detail the following:
  - › Employees must inform their employer or supervisor of any work situation, which might present a serious and imminent danger to Health and Safety.
  - › Employees must inform their employer or supervisor of any shortcomings in the Health and Safety arrangements even when no danger exists.
- › To undertake such other duties and responsibilities of an equivalent nature, as may be determined by the Service Manager from time to time, in consultation with the postholder.
- › To undertake training and development as agreed between the postholder and their Manager in accordance with the Performance Management framework.

## DECISION MAKING

- › Seek advice when attending high risk properties or dealing with issues that may require action outside of normal policy and procedure.
- › Escalate issues pertaining to risk, media or political attention.
- › To make effective decisions to meet individual business objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

## CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders including colleagues, partners and customers.

## FINANCIAL MANAGEMENT AND PROCUREMENT

- › None

## LEGAL, RISK AND COMPLIANCE

- › Ensure all individual operational activity is in line with the KNH Health and Safety Policy and associated legislation.
- › Ensure all individual operational activity is in line with guidance on the recording and reporting of concerns in the KNH Safeguarding Policy.

## CORPORATE RESPONSIBILITIES AND

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Deliver good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Comply with the confidentiality and information security policies at all times.
- › Maintain accurate information systems in line with service requirements.
- › Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working Groups that will enhance service delivery and the profile of the business.
- › Proactively participate in the identification of personal learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

## SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Team Leader**.

## EQUALITY & DIVERSITY

The post holder will receive supervision and guidance from the **Team Leader**.

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with Equality Act 2010.

# PERSON SPECIFICATION

Post Title: Joiner Grade: 9

## RELEVANT EXPERIENCE

Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<b><u>Education/Qualifications</u></b>				
› Apprentice trained and hold City & Guilds Advanced Craft or NVQ Level 3 in Joinery.	E			
<b><u>Experience and skills</u></b>				
› Experience of working in domestic properties, residential homes and public buildings.	E			
› Awareness of health and safety relevant to the job, including safety method statements and risk assessments.	E			
› Willing to undertake and pass the Construction Skills Certification Scheme (CSCS) health & safety test.	E			
› Knowledge of regulations in relation to the disposal of waste materials.	E			
› Health and safety awareness relevant to the job, including complying with safety method statements and risk assessments.				
› Full awareness of the Health and Safety at Work Act.				
› Able to work flexibly and be responsive to change in order to improve performance	E			
› Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve result.	E			
	E			
	E			
	E			

<b><u>KNH BEHAVIOURS</u></b>				
<b>Progressive</b>				
> Able to demonstrate ability to engage in the development and implementation of innovative ideas to improve the service or way of working	E			
<b>Engaged</b>				
> Able to demonstrate that they are passionate about their work and what KNH is trying to achieve	E			
<b>Respectful</b>				
> Treats people as individuals with courtesy, kindness and empathy and takes into account cultural sensitivities.	E			
<b>Customer Focused</b>				
> Able to demonstrate delivery of excellent customer service within a customer focused environment	E			
<b>Honest</b>				
> Proven track record of being transparent and open	E			

<b><u>Other Requirements</u></b>				
> Ability to travel around the borough	E			
> Full valid UK driving license and ability to pass KNH van test	E			
> Physically fit to be able to bend, lift, climb and crawl, work at heights and in confined spaces	E			
> Willingness to undertake training courses relevant to the post	E			
	E			

› Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)				
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This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. This post will also require a medical screening by Employee Healthcare as appropriate to the occupational risks.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

**Signature of Post Holder:**

**Date:**