

Joiner Glazier

Team - Responsive Repairs	Team responsibility - N/a
Manager – Responsive Team Leader	Budget responsibility – N/a
Directorate – Customer Experience	Job grade - 3
Location – Mobile	
Stakeholders - Customers, Colleagues, Suppliers, Contractors and Communities.	

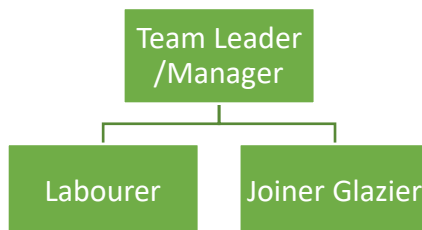
Role Purpose:

To be one of the Association's 'Specialists' in UPVC and glazing repairs

To carry out joinery and glazing repairs to properties owned or managed by Broadacres.

To deliver an excellent repairs experience for our customers at all times and to assist in providing our customers with homes of the highest standards.

Organisational Structure



Main responsibilities

Joinery Technician

- Carry out all repairs, and be an expert in, the maintenance and installation tasks related to the glazing trade function including removal of existing types of glass, replacement, securing, beading, and adapting obsolete mechanisms to repair rather than just replacing.
- Any other works relating to the undertaking of core joinery work. Such as, kitchen installations, renewing internal and external doors and frames, erecting gates and fencing amongst other works.
- To carry out repairs, ensuring that all work is completed to a high standard and to relevant technical standards.
- To provide expert advice in core trade discipline and to be able to overcome problems on site relating to obsolete or hard to source parts.
- Perform Damp and mould treatment and removal

What does success look like?

Delivering high-quality joinery and glazing to be completed accurately, safely, and on time to technical and manufacturer standards. Success is measured by durable results, compliance with health and safety, and customer satisfaction.

Colleague Collaboration, Customer Focus and Communication

- To ensure customer experience is at the forefront of all activities carried out within the role, ensuring first time fixes are achieved wherever possible.
- Work collaboratively with colleagues across the business to ensure customers receive the support they need and a high quality service at first point of contact.
- Build positive relationships with customers, providing clear advice and support.
- Work collaboratively with colleagues to meet KPIs and contribute to service improvement.
- Proactively communicate with line manager any work challenges affecting the completion of work, and provide updates on progress as and when. Timely communicate any key issues.

What does success look like?

Keep customer experience at the heart of all tasks, aiming for first-time fixes wherever possible to deliver efficient, high-quality service. It also requires clear and proactive communication with customers, colleagues, project coordinators, and line managers to ensure smooth coordination and timely completion of work.

Health, Safety and Compliance

- To be responsible for the health, safety and welfare of yourself and anyone who may be affected by your work. In particular, complying with safe systems of work in accordance with the policies and procedures of Broadacres and current legislation.
- To be proactive in supporting line manager and, trade colleagues, the Technical Team and other departments in achieving targets and standards.
- To develop technical skills to enable the use of mobile handheld devices in line with the requirements of the role.
- To ensure appropriate usage of mobile handheld devices enabling accurate data to be captured that facilitate continuous improvements of the repairs service.
- To make effective use of materials and ensure that any unused materials are returned to suppliers as required.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- To attend and actively participate in meetings and any training & development activities as required.
- To keep abreast of changes in building, planning, health and safety legislation and ensure that the Association complies with such legislation and codes of guidance.
- As required undertake daily/weekly checks of any vehicle provided and ensure is kept clean and tidy and presented for any servicing, maintenance or MOT when required. Any defects or damage must be reported.
- To be competent and confident at working from heights

What does success look like?

Be proactive to achieve targets and standards are met while maintaining strong team collaboration with colleagues and line managers. Maintain technical skills for effective use of mobile devices, ensuring accurate data capture to improve services. Ensure efficient use of materials, compliance with data protection and health & safety legislation, and staying updated on regulatory changes.

Active participation in meetings and training, proper care and reporting of vehicle condition, and flexibility to undertake additional duties as needed—all contributing to a reliable, compliant, and continuously improving service.

General

- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- To carry out any other duties consistent with the level of responsibilities of the post as may from time to time be required.
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.

What does success look like?

An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

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Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	Significant experience working in the housing repair or maintenance sector. Experience of dealing with the public in a social housing maintenance setting. Experience in working with different window/door profiles Experience of joiner / glazing works	Experience of working within a Social Housing / Local Authority environment. Experience of void property repairs. Experience of Schedule of Rates systems	Application form Interview (may include occupational test where appropriate)
Skills -	- Relationship Building – able to form successful professional relationships with customers and colleagues. - Team player - Works collaboratively with colleagues to deliver great results. - Good interpersonal skills with the ability to establish and maintain positive relationships, and to persuade others to take relevant action. - Is aware of the need to work with a value for money approach - IT literate and confident in using online technologies to encourage internal and external customers and stakeholders.		Application form Interview (may include occupational test where appropriate)
Knowledge -	- Must be able to demonstrate a thorough knowledge of the skills, technology and safety procedures required to carry out the full range of tasks contained within the job description. - Knowledge of construction methods.	- Knowledge of Schedule of Rates systems - To be able to undertake maintenance work across a number of separate trades.	Application form Interview (may include occupational test where appropriate)

	• Knowledge of Fabrication and Practical Methods. • Able to accurately follow/identify maintenance and improvement works, from work instructions and technical drawings and plans • Able to diagnose maintenance problems and identify solutions. • To be able to carry out minor brick work, pointing and lead work drawings and plans. • Accurate surveys of work required and accurate measurements of glazing units.		
Special Requirements	• Willing and able to work outside normal hours. • Able to demonstrate an understanding of and commitment to Diversity/ Equality and tenant participation. • Commitment to working as part of a team to deliver quality housing service • Ability and confidence to drive and access to a vehicle.		Application form Interview
Qualifications	• Relevant City & Guilds Basic Craft Certificate, • Completion of a recognised apprenticeship or NVQ Level 3 in an appropriate trade or it's equivalent.	Relevant City & Guilds Advanced Craft Certificate Health & Safety passport (CSCS etc)	Application form

Broadacres Values

