JD Last Review Date	February 2026

Multi Skilled Joiner

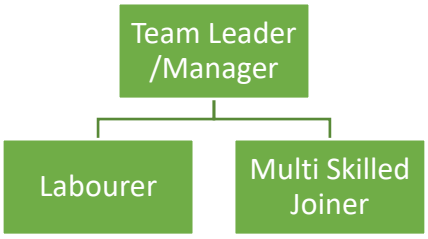
Team - Property Services/Development	**Team responsibility** - N/a
Manager – Responsive Team Leader/Empty Homes Site Manager/Empty Homes Project Manager/Construction Manager	**Budget responsibility** – N/A
Directorate – Customer Experience	**Job grade** - 4
Location – Mobile	
Stakeholders – Customers, Colleagues, Contractors, Suppliers and Communities	

Role Purpose:

To carry out repairs across multiple trade disciplines 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

Multi Trade Joinery Technician

- To carry out repairs ensuring that the work is completed to the highest quality and to relevanttechnical standards.
- To be proficient in the delivery of repairs to the relevant standard across multiple trade disciplines. Including, but not limited to, plumbing, tiling, plastering flooring, and painting/decorating trades. Example tasks include, but are not limited to, first and second fix joinery, kitchen installation, replacement bath, kitchen sink unit, shower unit, pointing, fencing, gates and all associated works.
- To provide expert advice in core trade discipline and to be able to identify and overcome problems on site relating to obsolete or hard to source parts. This includes specifying materials, quantities and best ways of working.
- To be proactive in supporting line manager and, trade colleagues, the Technical Team and other departments in achieving targets and standards.

- Perform Damp and mould treatment and removal

What does success look like?
Delivering high-quality multi-skilled work and 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

- 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.
- To ensure customer experience is at the forefront of all activities carried out within the role, ensuring first time fixes are achieved wherever possible.
- To attend and actively participate in meetings and any training & development activities asrequired.

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 and regulations.
- 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 devises enabling accurate data to be captured that facilitate continuous improvements of property services.
- To make effective use of materials and ensure that any unused materialsare returned to suppliers as required.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- To keep abreast of changes in building, planning, health and safety legislation and ensurethat the Association complies with such legislation and codes of guidance.

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.

Multi Skilled Joiner

Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	• Extensive experience working in the housing repair or maintenance sector. • Experience of dealing with the public.	• Experience of working within a Social Housing / Local Authority environment. • Experience of void property repairs.	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 best 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 oftasks contained within the job description. • Knowledge of construction methods. • Able to accurately	Knowledge of Schedule of Rates systems	Application form Interview (may include occupational test where appropriate)

	follow/identify maintenance andimprovement works, from work instructions and technical drawings and plans • Able to diagnose maintenance problems and identify solutions. • To be able to undertake maintenance work across a number of separate trades.		
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 • Hold a valid driving licence, have the ability and confidence to drive.		Application form Interview
Qualifications	• Relevant City & Guilds Basic Craft Certificate, • Completion of a recognised apprenticeship or NVQ Level 3 or it's equivalent.	• Relevant City & Guilds Advanced Craft Certificate	Application form