

## Job Description

<b>Job Title:</b>	<b>Kitchen / Bathroom Fitter</b>
<b>Reporting to:</b>	Planned Works Manager
<b>Department:</b>	Repairs and Maintenance - HST
<b>Direct Reports:</b>	None
<b>Budget:</b>	None
<b>April</b>	October 2024
<b>Job Level:</b>	TBC
<b>Job Family:</b>	Services

### Job Purpose

To carry out the maintenance and repair works to the highest standards to Eastlight properties including but not limited to the installation of kitchens and / or bathrooms.

### Key Strategic Responsibilities

- Ensure that all work is carried out to the highest industry and respective trade standards
- Work is carried out ensuring the health and safety of all residents and trade colleagues and yourself
- Be mindful and observant of resident's circumstances and report back through the recognised channels any concerns relating to Safeguarding
- Ensure that the repairs of resident's homes are improved and maintained as well as promoting a positive brand image of Eastlight.
- Ensure the best use of time and feedback to managers any ideas relating to service improvement.

### Key Functional Responsibilities

- To undertake all aspects of kitchen and / or bathroom modernisation works minus electrical works, this includes but not limited to demolition (stripping out), installation of kitchen units, worktops and associated plumbing works and / or bathroom sanitary ware and associated carpentry works i.e. boxing and panels, plastering, flooring, tiling and aqua panels and decoration.
- To always work in a safe, professional, and courteous manner, ensuring that all works are carried out with all due regard to the Health and Safety of all persons that may be affected by the works.
- To undertake the duties and responsibilities of the post and always comply with Eastlight Health & Safety Policy, Risk Assessments, Safe Working Practices, COSHH Assessments and all relevant Health & Safety Regulations.
- To advise their Line Manager of any area of work that requires a Health and Safety re – assessment or any other service improvement.
- To advise our customers of the work to be carried out in their properties and to treat them and their property with respect.
- To conduct yourself in a manner that will bring credit and build trust to yourself and Eastlight in all dealings with our customers and the public in general.

- To support, contribute and comply with all Health & Safety and Quality Assurance practices as described within Eastlight Health & Safety and Quality Policies and as described by Eastlight management.
- To understand apply and actively promote the principles of Eastlight Equality and Diversity Policy in all areas of employment and service delivery.
- To work collaboratively with colleagues and teams across Eastlight in order to provide an exceptional service to Eastlight customers.
- To undertake any such duties and activities as directed by your Line Manager and to advise them if, at any time the above duties and responsibilities cannot be performed.

## Person Specification

### Education and qualifications

- City & Guilds Level 2 or NVQ level 2 in plumbing or carpentry or equivalent experience

### Experience

- Experience in maintenance and repair work in occupied residential properties including carpentry, plumbing, wall tiling, flooring and plastering works.

### Knowledge and Skills

- Proven ability to produce work consistently to a high standard. Good Health and Safety Knowledge including asbestos awareness. Self-motivated able to work on your own initiative
- Ability to mentor and coach Apprentices
- Willingness of experience in using a handheld Personal Digital Assistant (PDA) to complete Work and maintain van stocks
- Proven interpersonal and technical skills
- Commitment to delivering excellent customer Service
- Availability to work flexible hours and participate in the out of hours service  
Must have a current full UK driving license.