

Job Description

Job Title:	Carpenter / Apprentice
Reporting to:	Repairs Manager
Directorate:	Property
Direct Reports:	N/A
Budget:	N/A
JD date reviewed:	April 2023
Job Level:	11T Carpenter / National Minimum Wage Apprentice/Succeed

Job Purpose

To carry out the maintenance and repair works to the highest standards to Eastlight properties, and any other duties including multi skilling works associated with the trade as directed by the line manager.

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 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 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 & qualifications	• City & Guilds or NVQ2 or equivalent in Carpentry (Essential for qualified appointment OR an equivalent level of demonstrable experience) • To work towards NVQ level 2 in Carpentry (for Succeed/ Apprentice appointments)
Experience	For qualified Carpenter appointments – all are essential OR an equivalent level of demonstrable experience. For apprentice/ Succeed appointment, a commitment to gain this experience is essential) • Experience in maintenance and repair work in occupied residential properties including associated carpentry works; wall tiling; plastering repair works; tank stands, bath panels and frame; floorboard repairs; boxing in pipe work; shelving; sealants. • Proven experience in all aspects of repairs and fault finding in domestic installations • Willingness and ability to carry out multi skill tasks
Knowledge and Skills	For qualified Carpenter appointments – all are essential OR an equivalent level of demonstrable experience. For apprentice/ Succeed appointment, a commitment to gain this experience is essential) • Proven ability to produce work consistently to a high standard • Ability to complete reports on Domestic Installations • Self-motivated able to work on your own initiative • Ability to mentor and coach Apprentices • Willingness to use or 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 • Current full UK driving licence