

JOB DESCRIPTION

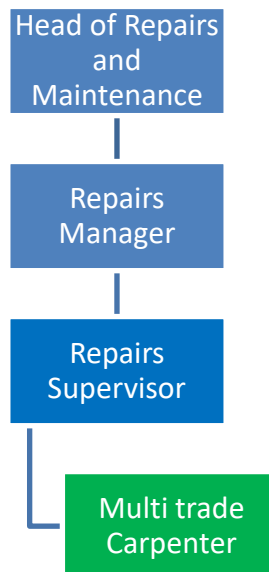
Job Title	Multi skilled Carpenter
Department	Lancaster West Neighbourhood Team
Section or Service	Housing Management
Grade	Grade F

DESIGNATION:

Responsible to:	Repair's Supervisor
Employees directly supervised (if applicable):	

Family Tree:

Indicate by means of a diagram the position of job within the organisation or attach an



organisation chart.

1. JOB PURPOSE:

This role is key to the delivery of a professional and highly reactive repairs service that our tenants can feel satisfied with.

This role will be required to carry out any repairs and remedy any defects to the council owned housing stock as instructed by Managers and Supervisors. Works will be carried out to the required standard, working to health and safety legislation whilst providing excellent customer service.

This role will be part of a team that delivers a seamless, proactive and high quality resident experience with the repairs service, for the homes managed by Grenfell Housing Services, and the Lancaster West Neighbourhood Team.

We are aiming to ensure that Lancaster West becomes a model social housing estate for the 21st century, and that Grenfell Housing Services deliver the best housing management services in the country. This role will be pivotal to meeting these shared ambitions.

2. DESCRIPTION OF DUTIES:

To carry out multi trade work to a high standard as directed by the Repairs and Voids Manger/ supervisors including more than one of the following skills:

- Plumbing
 - Carpentry
 - Painting and Decorating
 - Plastering
 - Tiling
 - Bricklaying
 - Groundwork
 - Other areas of Construction Multi-Skill
 - Entry level skills in construction to deliver general duties and minor repairs
3. Comply with and British Standards, manufacturers requirements, specifications, legislation, policy and procedure.
 4. Collect the necessary materials from our Stores to enable works to be carried out in a single visit.
 5. Inform your supervisor where necessary materials are required for works to be carried out in a single visit.
 6. Delivery duties in the most environmentally friendly and efficient way possible to ensure a sustainable and reduced carbon emission service,
 7. Ensure all work is carried out safely, in accordance with our code of conduct with respect to our residents and their homes whenever working in or outside of the property.

8. Carry out works to the requirements and obligations to the Health and Safety at work Act and all specific Health and Safety policies required by the Council. Wear appropriate clothing, ID, uniform and PPE for specific tasks.
9. Offer an excellent level of customer service - be respectful, positive, polite, on time and listen to the needs of residents.
10. Maintain a high level of cleanliness at all times by the use of dust sheets and/or boot covers and leave properties and a clean, compliant and safe condition.
11. Complete paperwork after each job promptly and accurately detailing materials used, works carried out and any other repairs required for completion whilst inside the property.
12. Where possible always complete repairs in one visit, where this is not possible or other works are noticed for completion discuss this with the supervisor/ manager and raise follow up works.
13. Work as a team with all the RBKC Housing Team, including in particular liaising with repairs coordinators, supervisors, managers and customer experience teams.
14. Maintain stock in depots, stores and van stock at the correct levels. Keep any tools provided in good condition.
15. Ensure that vehicles and any other modes of transport are maintained to a high level of cleanliness and any damage/ disrepair is immediately reported to a supervisor or manager.
16. Attend any training as required by your supervisor/ manager including (but not limited too) toolbox talks, safeguarding and any health and safety requirements.
17. Report any safeguarding concerns that you see whilst working on the estate to a supervisor/ manager.
18. Report any concerns relating to health and safety, workmanship or defects to on the estate to a supervisor/ manager.
19. Requirement to work on the out of hours rota to respond to emergency repairs at evenings and weekends.
20. Use a PDA to accept jobs, plan our schedule and sign off works when completed for inspection.
21. Carry out any other duties that may be required in the future for the RBKC Housing service as the service develops.
- 22.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Multi Trade Carpenter
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: NVQ Level 2 or 3 in Carpentry and Joinery (or equivalent). Proven experience as a carpenter in domestic, commercial, or social housing environments. Competence in a range of additional trades, such as: • Basic plumbing (e.g., tap replacement, minor pipework repairs) • Basic plastering/patch repairs • Tiling (wall and floor) • Painting and decorating • Experience working in occupied properties and delivering high-quality customer-facing service. • Full UK driving licence (if role involves travel/mobile working).

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Skills; Experience and Attitude

Essential:

- Ability to read drawings, specifications, and follow job instructions accurately.
- Strong problem-solving skills with the ability to diagnose issues and propose effective solutions.
- Ability to plan and organise workload efficiently, working independently or as part of a team.
- Competent use of power tools and hand tools, ensuring safe and effective operation.
- Strong attention to detail and commitment to delivering high-quality workmanship.

Personal Qualities

- Reliable, punctual, and self-motivated.
- Customer-focused with professional communication skills.
- Flexible and adaptable, able to take on a variety of tasks.
- Positive attitude toward continuous improvement and learning new skills.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.

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WORKING TOGETHER

- **We work together and in partnership with everyone that has an impact on the lives of our residents.**
- **We want to understand, learn from each other and continually adapt.**

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.