

Job Description

Trade Operative (Carpentry)

Reporting to: Team Leader

Direct reports: Not applicable

Job Purpose

Soha Response is our new in-house contracting business. This role is an essential part of the team, providing a comprehensive, efficient and responsive property maintenance service.

You will contribute to this by working in an efficient way to ensure that all KPI's are met and an excellent customer experience is delivered. You will co-ordinate with colleagues to ensure that works are completed on a 'can-do, first-time fix' basis, and carrying out work of a high quality.

You will do this whilst also providing excellent customer satisfaction through detailed, regular and accurate communication, taking pride in your work and ensuring that resources are maintained and used correctly.

The role will be based across South Oxfordshire and surrounding areas and you will be provided with a company van and tools for work purposes.

Role specific duties;

- carry out a wide variety of carpentry and general repairs including fitting doors, internal carpentry repairs, highline roof repairs, repair of UPVC windows, doors and locks, kitchen worktop remedials, kitchen repairs and other duties within the scope of a carpenter.
- identify and diagnose faults and rectify first time whenever possible, ensure repairs are completed within target response times and to a high standard.
- where possible, ensure all scheduled jobs are completed by the end of each working day and that emergency jobs and additional works are dealt with effectively.
- assist in the provision of a 24-hour emergency service as required through a fair and systematic rota.

- ensure that all issued stock and materials are managed in a cost effective way without compromising work standards and that stock is replenished regularly, maintained in a safe and secure way and regularly audited.
- ensure that fleet vehicles are driven and maintained in a safe and proper manner and pre-work checks are conducted, with any issues raised to the appropriate person.
- order additional materials (that are not part of van stock) as required via the mobile device for replenishment in a timely manner.
- help to mentor new colleagues, sole trade technicians and support technicians when working together in order to support them and deliver a seamless service.

What you will need to have:

- excellent customer service skills.
- experience of a range of repairs and maintenance work across the core trade disciplines (carpentry/joinery, general building, wet trade works, tiling and general plumbing).
- a recognised trade qualification, eg City and Guilds or NVQ level 2/3, or qualified by experience.
- good IT skills to enable use of PDA's and electronic job management systems.
- an excellent knowledge of health and safety, and a commitment to ensure that good practice is effectively incorporated into all work.
- excellent communication and interpersonal skills.
- the ability to make sound judgements, find solutions to complex problems and identify and manage risk appropriately.
- the self-motivation to work individually and meet deadlines and targets.
- a flexible approach, including occasional evening and weekend work as part of an emergency out of hours service.
- a full driving licence
- previous experience of successfully working within a DLO would be advantageous but is not essential.

Successful candidates will be subject to a basic DBS check.

No role profile can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time, which are broadly consistent with those described.