**Reports To: Operations Manager**

**Responsible For:** No other staff

**Job Purpose**

To provide a high quality and cost effective repairs, maintenance and planned preventative maintenance service to the client, Argyll Community Housing Association, and its customers.

Carry out the full range of repairs, maintenance and planned improvement duties, with the main emphasis on joinery works at various domestic and commercial properties within Argyll Homes for All’s area of operation.

Carry out other multi-skilled duties as required by the needs of the business, including on occasions, working out with your normal area of operation.

**Principal Duties**

Using a working knowledge of the joinery trade, undertake repair and maintenance tasks as directed and programmed by the Company.

All work is in domestic properties or small commercial buildings within a Social Housing Environment, including constructing stud work, door facings and skirting, refurbishments, fitted kitchens, flooring, bathrooms, windows and fencing.

Control and monitor stock levels held within designated Company vehicles, including ordering materials and plant as required.

Accurately and timeously record and report on the outcome of works orders issued, including the continuous updating of schedule status and the completion of daily time sheets.

Conduct customer satisfaction surveys by leaving a customer satisfaction card for all works undertaken in tenanted properties.

Participate in an emergency repair and “out of hours” service as required and directed by the Company.

Complete all works in accordance with the Group contract and specifications, in compliance with relevant legislation, trade body and industry standards and best practice.

**Health & Safety**

Be responsible for the care and condition of all vehicles, plant, tools and equipment issued to or used by you, completing all pre-use or scheduled safety inspections as required.

Ensure that all the necessary documentation and / or verbal reports relating to unsafe equipment / vehicles are immediately communicated to your line manager, advising your line manager of any defects requiring repair.

Ensure that unsafe equipment is stored and / or labelled in such a way as not to present a danger to anyone else.

Work to operational procedures, safe working practices and Health and Safety procedures and approved codes of practice, as appropriate.

Attend safety meetings, training, tool box talks and briefings as directed and programmed by the Company.

Be responsible for completing dynamic risk assessments when arriving at site, checking that the safety of yourself and/or others will not be compromised by the work you will be doing.

Ensure that all accidents, incidents, near miss events or potential hazards are reported to your line manager immediately using the Company reporting forms.

Ensure that work areas are kept in a safe condition whilst work is being carried out and that the area is left in a safe and secure at the end of the day.

**Other Duties**

Carry out your responsibilities with due regard to the Group’s Equality and Diversity requirements.

Provide general support and assistance to the Operations Manager as and when required.

Participate in the Annual Appraisal and Competency Framework process and take responsibility for personal continuous improvement, including ensuring your trade qualifications and other relevant certificates / cards remain valid and in date.

**General**

Comply at all times with the Company’s code of conduct and professional standards by behaving in a professional manner at all times.

Respect and maintain confidentiality in relation to Company business and its customers at all times.

Ensure all statutory and Company regulations are followed in order to protect customers, employees and the business interests of the Company.

No job description can cover every issue which may arise within the post at various times and you may be requested to carry out other duties from time to time as required by the needs of the business.