ROLE PROFILE – Carpenter/ Multi

**DEPARTMENT: Hampshire Hub**

**LOCATION: Hampshire**

**HOURS:** 40hours

**SALARY:** £33,000

**Benefits:** **23 Days Holiday rising with length of service**

**Pension,Life Assurance**

**Company Van with Fuel Card**

**WHO YOU REPORT TO: Supervisor.**

**SUMMARY OF ROLE**

Mountjoy Ltd is contracted to Various Contract across Hampshire to carry out Fabric Maintenance and repairs to around 200 buildings Hampshire. Building types include:

* Universities
* Public Houses
* Office buildings
* Residential Homes
* Leisure Accommodation

We are seeking a conscientious and enthusiastic Carpenter Multi Trade operative with a can-do attitude and flexible approach. Trades persons must have relevant qualifications and broad commercial experience in their core trades with additional experience and capability to complete tasks outside their core competency. The operative must maintain a professional appearance and attitude and be polite and courteous at all times. It is a further requirement that all operatives must pass a DBS check.

**The key activities you will undertake in this role will be:**

To maintain high client satisfaction through delivery of maintenance and repairs services ensuring a controlled and safe environment whilst working effectively and in a timely manner and balancing constantly changing priorities.

The attention to detail and ensuring that we conclude our work, with the right first-time approach in order to maximise and enhance our reputation with our client, is paramount to the success of the contract.

**KEY RESPONSIBILITIES**

* Diagnose and rectify faults within core and other trades related repair requests.
* To ensure that the quality of work meets the highest possible standards at all times.
* Support all trades to deliver a professional and safe maintenance and repairs service.
* Respond swiftly to all emergency situations and resolve them efficiently.
* Keep the customer up to date with progress and plans.
* Undertake all work efficiently and cost effectively, minimising non-productive time wherever

possible and reporting any difficulties encountered to the Service Manager and /or Supervisor.

* Apply applicable Health & Safety rules in all you do, using risk assessments, method statements and PPE when needed.
* Maintain tools, plant and equipment in a safe, clean and workable condition.
* Maintain accurate records of works undertaken with photographic evidence as necessary.
* Ask your Supervisor for assistance when required.
* Be willing to work out of hours, if required, to the requirements of the client.
* To work within the Mountjoy group and assist other contracts as directed by the Contract Manager as and when the business dictates.
* Always maintain your company vehicle in a clean and tidy condition and report any defects to your Supervisor in a timely manner.
* Be an inclusive part of the team

**SKILLS REQUIRED**

* To NVQ Level 2 or equivalent experience
* Fit & Fix Mortice Latch and Latch set, Door Hanging, Door Lining and Rebated frame work
* All aspects of kitchen installation with mitred worktop joints (internal & external) where applicable
* Able to use the phone to communicate effectively, explaining yourself clearly and concisely understanding what information you need or need to provide.
* Be comfortable in dealing with tenants and remain professional even when issues are contentious, especially when explaining to tenants that the right repair isn’t necessarily the repair they want.
* Understand the need to complete outstanding pieces prior to starting in other areas
* Be able to diagnose the right repair adopting the right first-time approach
* Be a team player ensuring lessons learnt, and good practices are shared amongst the team for future benefit of the service.
* Have a practical approach to health and safety, ensuring that you and others are safe at all times.
* A problem solver and be able to work out what is the right repair.
* Be able to self-manage and be self-motivated, prioritising and programming work in the most efficient manner.
* Be able to use knowledge and judgement to make the right decisions and find effective solutions to problems.
* Be able to understand Mountjoy’s processes and actively engage in our culture

**KNOWLEDGE REQUIRED**

* Fabrication work – remodelling and repairs to structures and frameworks
* Previous experience of fire door installation (Desirable)
* Being competent within your sphere of expertise

**QUALIFICATIONS REQUIRED**

* A trade specific qualification minimum NVQ Level 2 or equivalent in Carpentry
* Must be competent in 2 other secondary skills
* Full current driving licence.
* A DBS check is required before commencement of role

**EXPERIENCE**

* Over 3 years trade experience.