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**Role Profile: Multi Skilled Carpenter**

**Department:** IoW Hub

**Location:** Ryde, IoW wide

**Hours:** 40hrs

**Benefits:** 23 Days Holiday, Pension and Life Assurance

**Who you report to:** Supervisor

**SUMMARY OF ROLE**

Mountjoy Ltd is contracted to the Isle of Wight Council and Vectis Housing Association (amongst other clients) to provide the day-to-day repairs and planned maintenance to various buildings across the Isle of Wight.

We are seeking a conscientious and enthusiastic Multi-Skilled Carpenter with a can-do attitude and flexible approach. Trades persons must have relevant qualifications and broad 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 and Police vetting check.

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

A wide variety of carpentry repairs in occupied and unoccupied residential properties, corporate and civic buildings. The work will may include; fitting of various types of doors (inc Fire door), first and second fixing carpentry, kitchen installations, DFG adaptations, ceramic wall tiling, minor plumbing and decorative works.

**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.
* Communicate with the help desk to provide your estimated completion time, materials used on the job and completion details.
* Support all trades to deliver a professional and safe maintenance and repairs service.
* Respond swiftly to all high priority situations and resolve them efficiently.
* Ensuring the customer is kept fully up to date with all aspects of the work and that they understand any disruption to their day that may arise from your work.
* Undertake all work efficiently and cost effectively, minimising non-productive time where

possible and reporting any difficulties encountered to the Resource Controller 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.
* Using your PDA maintain accurate records of works undertaken with photographic evidence as necessary, reporting any difficulties encountered to the Service Manager and /or Supervisor.
* Ask your Supervisor/Foreman for assistance when required.
* Be willing to work out of hours to the requirements of the client and participate on the call out rota, when required.
* Maintain your company vehicle in a clean and tidy condition at all times and report any defects to the Foreman/ Supervisor in a timely manner.
* Be an inclusive part of the team
* Embrace the Mountjoy ethos of “Integrity, built-in - doing the right thing even when no one is looking”.

**SKILLS REQUIRED**

* Able to use the phone or PDA to communicate effectively, explaining yourself clearly and concisely understanding what information you need or your needed to provide;
* 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.
* To be able to competently complete basic plumbing repairs
* Able to use the phone to communicate effectively, explaining yourself clearly and concisely understanding what information you need or need to provide.
* Be comfortable and sensitive in dealing with a variety of commercial and residential clients.
* 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 around you are safe at all times.
* 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, actively engage in our culture and live our values.

**REQUIRED EXPERIENCE**

* Over 3 years trade experience, ideally in the residential repairs sector.
* Experience preferred in UPVC repairs and maintenance (doors and windows)
* Kitchen and/or bathroom installations – 1st & 2nd Fix.
* Fire-door installation and awareness of associated regulations.
* Being competent within your sphere of expertise.

**QUALIFICATION REQUIRED**

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