

<b>Role:</b>	Carpenter Technician
<b>Responsible to:</b>	Repairs & Voids Manager
<b>Responsible for:</b>	N/A
<b>Employment type:</b>	Permanent 40 hrs / week
<b>Salary:</b>	£32,335 per annum

### **Who is Cynon Taf Community Housing Group**

Cynon Taf Community Housing Group is in the heart of Rhondda Cynon Taf in glorious South Wales. We're proud of our communities and our deep-rooted history in providing homes and support to the people who live in them. Our corporate plan sets out more detail about our activities which support the delivery of our vision, values, and key objectives.

We currently provide 2000 homes for rent, including 4 housing schemes for older people, two women's refuges, and several supported housing projects delivered in partnership with other agencies. Our hugely respected Cwm Taf Care and Repair subsidiary provides services for older or disabled people living in privately-owned homes across Rhondda Cynon Taf and Merthyr Tydfil.

A recent addition to the Group is Down to Zero, a subsidiary focusing on mitigating climate impact, tracking the Group's carbon footprint and offering training, volunteering and direct benefits back to our Contract Holders and wider community.

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

### **Main Purpose of the Role**

The purpose of the role is to carry out carpentry and multi-trade repairs and maintenance work to deliver Cynon-Taf Community Housing Group (CTCHG Group's) reactive and void property investment and improvement programme. Also be part of the on-call out of hours service which is rota based.

Strong customer services and excellent workmanship and a clear understanding of our organisational culture and service standard are pivotal to the success of delivering the organisation's aims and objectives. The Carpenter Technician plays a valuable role in achieving the corporate plan and continuous improvement of our services

This is an interactive role where you will work with the reactive and planned maintenance Team Leaders, Customer Service Advisors, Surveyors, and operational teams across the division, ensuring that tenants and other customers of the Group receive the highest possible repair and maintenance service and customer satisfaction. In addition, it is vital that the levels of customer services and care is exceptional and that tenants are always at the centre of our service

### **Key Measures of Performance**

- Ensuring that the carpentry and multi-skilled repairs and maintenance task are completed in accordance with agreed timescales and right first time.
- Delivering repair and maintenance tasks in compliance with current legislation guidelines, the company's procedures, policies, and standards.
- Delivering repairs and maintenance services in line with customer service standards and good working practice
- Ensuring repair inspections and job assessments are accurately completed in time and repair appointments agreed with tenants.
- Participate in the repairs and maintenance out-of-hours emergency service when required, complying with the agreed call-out operational procedures.
- Excellent record keeping on completed work activities in compliance with operational procedures and legislation requirements.
- Delivering a great customer service and achievement of operational KPIs.
- Driving the company provided vehicles, complying with vehicle management procedures.
- Maintaining the optimum level of material van stocks to maximise the opportunity to complete the repair task on the first visit to the property.
- Supporting the protection and safety of our customers by ensuring safeguarding procedures are followed and concerns are appropriately reported to Housing Management.

### **Key Capabilities**

- Excellent carpentry and general building technical knowledge.
- Excellent problem-solving skills and a pragmatic approach to resolving issues, being resourceful and creative.
- Thoughtful and analytical.
- Proactive, focussed, and able to adapt to changing events.
- Working hard and embracing challenges.
- Able to spot opportunities for efficiency.
- Excellent customer focus.
- Ability to work methodically with minimum supervision.
- Excellent collaborator and communicator.
- Able to explain repairs and maintenance task simply.
- Deliver tasks.
- Excellent listening skills.
- Open minded and non-judgemental.
- Excellent time management skills and can prioritise effectively.
- Team player – can share knowledge and skills with others.
- Flexible approach.
- Good writing and analytical skills.

### **Technical Abilities**

- Served an apprenticeship in Carpentry or obtained an equivalent NVQ level 3 or recognised competency in the required trade.
- Minimum of three years' experience of completing carpentry repairs and maintenance tasks on domestic occupied properties.
- Sound knowledge of all carpentry and associated works within the field of building maintenance and a general understanding of building construction.
- knowledge of Health and Safety issues in connection with job and the Construction Industry.
- Ability to record detailed and accurate repairs information relating to repair inspections or completed repair jobs.
- Ability to carry out physical task and lift weights in accordance with Health and Safety guidelines.
- Able to use mobile electronic record keeping equipment (handhelds).
- Able to work alone and make judgement on the tasks required to complete the repair.
- Experience of working with a range of portable tools, small plant, ladders, and equipment to enable duties of the job to be carried out.
- Capable of working at heights from scaffold platforms, ladders, or mechanical equipment.
- Excellent time management who can prioritise and multi-task efficiently
- Ability to keep calm in high pressure environments and deescalate tense situations
- Possess a valid full driving licence for a car.

### **Desirable:**

It would also be beneficial for the post holder to;

- Experience of working within the social housing sector
- Have the ability to complete multi-trade job task
- Have the ability to speak and write Welsh

**Annex 1:**

**OUR VISION** We want to be part of happy, healthy, and prosperous valley communities where everyone has a chance to live well. **OUR PURPOSE** We're here to provide great homes and support for the people who make up our communities. **OUR COMMITMENT TO EQUALITY AND DIVERSITY** - Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation.

Our Values

**PASSION** – We care passionately about what we do

**RESPECT** – We treat everyone with respect

**RESPONSIBILITY** – We take responsibility for our actions

**INTEGRITY** – We carry out our roles with honesty and sincerity

**EXCELLENCE** – We always do our very best

Key objectives:

- Supporting resilient communities
- Delivering excellent services
- Growing our supply of homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals

Across all priorities are:

- Fairness and equality
- Value for money
- Reducing our environmental impact