

CARPENTER TECHNICIAN JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Carpenter Technician
Reports to	Repairs and Voids Manager
Responsible for	N/A
Department	Assets
Tenure	Permanent
Hours	Full time, 40 hours per week
Salary	£33,305 per annum

About Cynon Taf Community Housing Group

Cynon Taf Community Housing Group (CTCHG) is a housing association based and rooted in Rhondda Cynon Taf.

We are committed to a vision of healthy valleys communities where everyone feels connected, supported and hopeful about the future. To play our part in that future vision we are on a mission to provide quality homes for current and future generations – and to service our communities by being an inspiring, trusted partner and employer

We currently look after more than 2,000 homes for single people, couples and families, including four developments specifically for older people and, with specialist partners, two refuges for those fleeing domestic abuse and supported homes for people with learning disabilities.

We are also home to two subsidiaries: Down to Zero, a not-for-profit Community Benefit Society that we established to expand our community-led environmental activities. And Cwm Taf Care & Repair, which helps older homeowners and private renters to live independently in their own homes.

Our team is driven by a belief in the power of building strong communities – from creating healthier, greener homes or bringing partners together to develop new services, to helping people live up to their full potential. Driven by strong values of commitment, respect and integrity, we are committed to making a positive difference for our tenants, communities and people.

Main Purpose of the Role

The purpose of the role is to carryout 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 Healthy valleys communities where everyone feels connected, supported and hopeful about the future

Our Mission To provide quality homes for current and future generations and be an inspiring, trusted community partner and employer

Our Values

- **We are committed** We are kind and care about making a positive difference for our tenants, communities and people
- **We are respectful** We believe we can only work well together if we respect each other
- **We show integrity** We work hard to earn trust by being clear, honest and responsible for our actions