

Role Profile

Multi-Trade Operative (Joiner)

In-House Repairs

Reporting Structure	Reporting directly to the In-House Repairs Team Manager (West) and contributing to Loreburn's Property Services Directorate.
Salary Band	<p>Band TC/D: £27,185 - £32,743</p> <p>Appointment to the salary scale point will be dependant upon skills and experience. Salary progression will occur annually on an incremental basis until the top of the scale is reached, provided delivery of role requirements are demonstrated.</p> <p>Additional enhancements for on call (£150 per week) + call outs paid at 1.5 x hourly rate.</p>
Contract & Hours	Permanent - 34 hour week, worked over 4 days between 8am and 5pm, long weekend every 5 weeks.
Workbase	<p>Agile with travel across Dumfries & Galloway covering postcodes DG8 and DG9.</p> <p>A requirement to cover other areas throughout the region from time to time.</p>

Role Summary

The role is integral to providing a high-quality repairs service undertaken by the In-House Repairs team.

Responsibilities include carrying out a range of joiner and multi-trade tasks, internal and external repairs and maintenance, kitchen and bathroom replacements, fault finding and diagnosis, multi-skilled duties such as basic plumbing, plastering repairs etc. The post holder will also provide support to other trades when necessary.

The position requires a time served joiner with a full valid driving licence who is able to participate in an on call rota.

Our Service Commitment

Delivering a great tenant and customer experience runs through all we do at Loreburn and this extends to our internal colleagues. We prioritise taking ownership

of issues, focussing on effective solutions, and applying the tools and techniques from our globally recognised MGI customer service training programme. It's essential that the postholder shares this commitment, helping us ensure an exceptional service experience for our tenants.

Key Responsibilities

- Carrying out a range of joiner and multi-trade tasks, which may include:
 - Internal and external repairs and maintenance
 - General joinery works associated with the repairs and maintenance of Loreburn and DG Homes properties
 - Carrying out component replacement works such as kitchen and bathroom replacements
 - Fault finding and diagnosis
 - Carrying out multi-skilled duties to include basic plumbing, minor plastering repairs, decoration etc.
 - Ensuring your vehicle is safe and well maintained
 - Assisting other trades as and when required
 - Any such work as directed by In-House Repairs Team Managers
- Monitoring and controlling any stock levels
- Attending and participating in training events and supporting the practical learning of Trade Apprentices
- Managing risk and promoting risk awareness
- Participating in the on-call rota for evening and weekends to provide an out-of-hours service to tenants
- Updating databases timeously and accurately
- Complying with all Loreburn's Health and Safety policies, procedures, and guidelines and all other such policies and associated procedures
- Ensuring plant and equipment is respected and maintained
- Ensuring appropriate PPE is worn at all times

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required of the role will be appropriate to the role and salary grade.

Person Specification

Category	Requirement	Essential or Desirable
Qualifications	Time served joiner – City & Guilds or NVQ Level 3	E

	Have working knowledge of Health & Safety and risk management in the workplace	E
	Recent training in Power Tools, Manual Handling, Asbestos Awareness, Abrasive Wheels, Sharps, Working at Heights or First Aid.	D
Knowledge & Experience	Basic understanding of IT (use of apps, emails etc.) and a willingness to learn systems to update data	E
	Experience working in social housing or the private sector	D
	Experience providing support and guidance to apprentices	D
Abilities, skills and attitude	Excellent customer service skills with flexibility and willingness to respond to changing needs and priorities of the role and team.	E
	Ability to plan workload, organise materials, manage and monitor van stock levels to ensure first time fix	E
	Ability to work to the agreed programme and timescales to complete all works on time providing accurate notes and job information	E
	Self-motivated with the ability to work independently, whilst also being a great team player to get the job done	E
	Demonstrable commitment to Loreburn's values	E
General	Ability to participate in the on-call rota to provide an out of hours service	E
	Ability to be flexible in your approach to ensure jobs are completed	E
	Full Valid Driving Licence	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £27,185 – £32,743 with annual progression
- **Hours:** 34 hours each week (4-day week working Monday to Friday – 8am – 5pm, days off as per position on rota.)
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** Minimum 5% employee contribution and up to 8% matched employer contributions with additional option for salary sacrifice.
- **Probationary period:** 6 months

We believe that a healthy work-life balance is essential to the health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

Other Benefits

- Employee discounts
- Family friendly policies
- Westfield Health cover and cash plan
- Health and wellbeing initiatives
- Learning and development culture

Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to tenants and shape our interactions and ways of working -



GROWTH MINDSET

We aim to be the best and continue to learn, grow and change to achieve this.



RESPECT

We care about all that we do and how we do it.



EXCEPTIONAL TENANT EXPERIENCE

We always put our tenants first, with a strong commitment to positive and proactive ways of working.



ACCOUNTABLE

We are responsible for all that we do and we're happy to learn from our successes or failures.



TOGETHER

We deliver our best results when we work as a team.

We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.