

Role Profile

Multi-Trade Operative (Joiner)

In-House Repairs

Reporting Structure	Reporting directly to In-House Repairs Team Manager and contributing to the Operations Directorate.
Salary Band	Band TCD: £30,990 - £34,399 FTE (£17.53 per hour) Appointment to the salary scale point will be dependent 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. Additional enhancements for on call (£180.25 per week) + call outs paid at 1.5 x hourly rate.
Contract & Hours	Permanent 34 hour week, worked over 4 days between 8am and 5pm and enjoy a rota that allows long weekend downtime every 5 weeks.
Workbase	The role is agile with travel across Dumfries & Galloway and reports to the In-House Repairs Team Manager. This post will be based within the East and West team covering DG1,2,3,4,5,6 and DG7. You may be required to cover other areas throughout the region from time to time.

Role Summary

As a Multi-Trade Operative, you will have a hugely important role to play in the team to provide high-quality tenant focussed service ensuring our values are lived in your day to day works.

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.

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

Our Service Commitment

Delivering a great service experience runs through all we do at Loreburn. This commitment extends to how we work with one another internally, building a culture of respect and professionalism in every interaction.

We take pride in taking ownership of issues, focusing on effective solutions, and applying the principles of our MGI customer service training to deliver consistently high standards. Whether resolving a tenant query, supporting a colleague or leading a team, we are all responsible for creating an experience that feels responsive and solution focused.

This means we:

- Demonstrate care and professionalism in our interactions
- Use initiative to resolve issues and avoid unnecessary delays
- Take personal accountability for the quality of service provided
- Apply learning from our MGI training to enhance service experience
- Work together to deliver joined-up services and support
- Are proactive in improving services and sharing good practice

Regardless of role, this commitment underpins how we work. For those in leadership and management roles, it also means creating the conditions for others to succeed: modelling our values, leading by example and ensuring teams are equipped and empowered to deliver an exceptional service experience for everyone we connect with.

Key Responsibilities

- Carrying out a range of joiner and multi-trade tasks, which may include:
 - Internal and external repairs and maintenance within various housing association properties
 - General joinery works associated with the repairs and maintenance of Loreburn and DG Homes properties
 - Carrying out component replacement works such as kitchen and bathrooms
 - 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

All the while, you'll need to do this with two key things in mind: giving an outstanding tenant experience and doing this in ways that keeps our promise to use resources in the best ways for the biggest benefits.

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 Clean Valid Driving Licence	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £30,990 - £34,399 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 13%, comprising 5% employee contribution (which can be increased) and 8% employer contribution with additional option for salary sacrifice.
- **Probationary period:** 4 months

We believe that a healthy work-life balance is essential to the overall 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
- Long Service rewards

Loreburn's GREAT Values

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

G R E A T				
Growth Mindset	Respect	Exceptional Tenant Experience	Accountable	Together
We learn, grow and change to be the best we can be.	We care about all that we do and treat others with fairness, empathy and professionalism.	We are responsive and deliver a positive and professional service.	We take ownership of our responsibilities and deliver on our commitments.	We collaborate and work as 'one team' to achieve shared success.

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