

Job Description

Job title	Carpenter
Profession:	-
Band:	-
Directorate	Customer
Accountable to	Delivery Manager

Job Purpose: To carry out routine carpentry repairs, installation and maintenance of fixtures, fittings and fittings in customers’ homes and elsewhere in accordance with prescribed work schedules, good building practice and Sovereign Network Group’s (SNG’s) established standard procedures set for delivery of exceptional customer service.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy: Direction set by the Delivery Manager

Key Accountabilities:

- Working within clearly defined processes with a moderate degree of supervision on tasks to meet time frames set by line manager whilst being accountable for individual results and the impact these may have on SNG.
- Carry out all forms of planned and responsive carpentry. Identify the extent and scope of the reported defect/s, rectify in order to meet work schedules or alternatively seek the appropriate authorisation for suitable remedial action to occur.
- Assist all other trades as and when required. Undertake associated general building repairs and other trade activities as may be required for delivery of satisfactory repairs and in order to meet work schedules.
- Apply knowledge and skills to record and report on status and condition of fixtures and fittings. This is to enable appropriate information to be fed into reports including recommendations concerning future maintenance. If more complex defects are exposed, then these should be referred to your Supervisor/Line Manager for identification of the necessary remedial action.
- Estimate, requisition and recommend the acquisition of necessary materials to ensure that appropriate and satisfactory repairs and maintenance are carried out in accordance with best building practice and Health and Safety at Work regulations. Manage vehicle material stock by ensuring correct booking and frequent replenishment of items used occurs.
- Liaise with both internal and external customers appropriately and promptly, to ensure those connected or involved in your work are aware of progress and action taken or action required to rectify the identified defect/s.

- Participate effectively in Mobile Working by accurately operating the electronic recording system where issued, or paper systems, to plan appointments and for record of job order/s including transmission and maintenance of timesheets, work completion status, vehicle records, materials management and progress against target objectives set for, time, cost and quality.
- Participate in the delivery of Out of Hours call out service in accordance with SNG's current policies and procedures.
- Operate within the existing SNG Code of Conduct promoting a positive image as a local community service provider to ensure all customers receive the best possible effective and efficient service.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate objectives.
- Observe and comply with policies and procedures for Health and Safety at Work and observe and continually promote equal opportunities and customer care in compliance with organisational aims and objectives.
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

Knowledge and Skills:

- 1st fix and 2nd fix carpentry.
- Install windows, doors, door frames - Internal and external.
- UPVC servicing and installation experience.
- Locksmithing and gain entry via lock snapping, drilling and picking.
- All types of fencing, posts, feather edge, chain link and panels.
- Kitchen fitting, kitchen building and minor joinery.
- Out of hours and lone working experience.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Author	Date created/modified	Effective date
1.0	New Template	GS	14/09/20
2.0	Claire Dinsey – New template only	Feb 24	