

Job Title: Joiner	Service: Maintenance Services
Team: Maintenance Services	Grade: 6
Responsible to: Area Manager	

Overall Purpose of Job

To carry out repairs/renovations to a high standard on a wide range of properties, including tenanted and empty properties.

To carry out all duties in a courteous and polite manner, recognising the Ongo customer care philosophy

Main Responsibilities

To undertake all Joinery repairs including glazing and UPVC repairs to various types of windows and doors (including composite doors), locksmith knowledge and experience would be an advantage.

To use modern systems, technology and devices to keep accurate data of work undertaken, materials used and time allocation.

To identify, where necessary, the extent of repairs required on site, reporting any problems or further action required to Area managers.


To liaise with tenants and premises managers concerning the timing and progress of work being undertaken

To undertake, where necessary, associated work including minor building repairs as identified on site

To identify from inspection, materials required to carry out repair or installation to the required standard

To ensure the safe handling and storage of all plant and equipment, including regular checks for road worthiness on vehicles for which you are responsible.





To undertake all work in accordance with Health and Safety policy statements and safe working practices

Creativity & Innovation

- Identify improvements to working practices
- Identify and carry out minor tasks from associated trades
- Carry out multi skilling tasks as set out by the organisation

Contacts & Relationships

- Works Planners & Area managers within Maintenance services
- Other service areas within the maintenance Services Team
- Statutory Undertakers and Utility Providers
- Individual tenants and tenant groups
- Members of the General Public
- Other Departments within Ongo
- Emergency Services

To facilitate the effective, efficient and economic delivery of the repairs service

Decision Making - Discretion

- Determines safe working practices
- Determines suitability of materials
- Determines most appropriate methodology for carrying out task
- Makes recommendations on improvements to working practices
- Ensures work is carried out in accordance with policies and procedures

Decision Making - Consequence

- Determines the safe methods of working whilst on site
- Ensuring that budgetary requirements are considered when carrying out the repairs
- Determines the achievement of Right First Time repairs
- As impact on the Customer satisfaction targets set out.





Responsibility for Resources

- Responsible for ongo vehicle, ensuring it is kept clean and tidy at all times, vehicle maintenance is carried out as instructed on I Pad, any damage is reported following correct procedure to Area Manager and completing relevant paper work on the intranet, near miss, accident etc
- I Pad ensuring fully charged and kept clean and is password protected to prevent unauthorised access to sensitive data
- Phone ensuring it is fully charged and password locked
- Power and Battery tools provided by ongo, ensuring visual checks carried out and any repairs issued reported to Area Manager immediately
- Van stock materials allocated, ensuring levels monitored accessible when van checks carried out by Area Manager
- Responsible for the proper handling, care, security and maintenance of equipment, plant, materials and vehicles up to a value of £15000.
- To be responsible for managing your own van stock and ensuring that the stock levels are kept up to date on a daily / weekly basis.

Work Demands

- Day to day repairs that are pre planned or emergency to the timescales agreed with customers and in line with time allocations set by SOR (Standard Operating Rates) values
- Carry out required work in occupied and empty properties
- Work in an agile manner to ensure best service for customer and department
- Identify work that is not the responsibility of the department and explain to the customer
- Carry out all required face to face training and regular E Learning updates

Physical Demands

- Lifting and carrying of materials and components, tools, ladders, power tools
- Potential to be working in confined spaces often in awkward postures
- Working off scaffolding, platforms, stilts as required to complete the required task
- Loading and unloading materials and components from vehicle

Working Conditions

- Conditions can vary dependant on customers property and can include dirty and disagreeable sites
- Will be a mix of internal and external work dependant on the requirements of the department and repairs raised by customers
- Includes an element of working in all types of weather conditions



Work Context

- Operatives will receive work via the I Pad, travelling from home to their first job and will arrive at their first job by the start time (Should leave home at a time that would get them to ongo House for the start time of the working day)
- Operative will be lone working within tenanted and empty properties and is required to log on to a Lone Working safeguard system
- Contact customers by telephone before setting off to the address for every job, number will be on I Pad
- Read and act on any warnings on system relating to customers e.g. VIP - Visit in Pairs
- Operatives will work agile, Working hours between 8:00 and 18:00 (shift patterns 8:00 to 16:00 or 10:00 to 18:00 Monday to Thursday and 8:00 to 15:30 or 10:00 to 17:30 Friday) with 30 minute lunch break. Travel home is in operatives own time
- Information regarding the work tasks must be completed correctly on the I Pad ensuring information is accurate and completed before moving to next task including any requirement for customer to complete sections
- Liaise with planners and Area Manager should the repair be taking longer than expected or require extra help from other tradesmen
- Contact materials supplier to organise deliveries of required materials whenever possible
- Operatives will also need to be available for out of hours cover, evenings and weekend, this would be on a rota basis

Knowledge, Skill & Experience Required

Joinery qualification to NVQ level 3 or C&G advanced craft

Good knowledge and understanding of UPVC and composite window and door operation

Locksmith qualification and accreditation (Preferable)

Ability to carry out multi skilling tasks as set out

Experience of property repairs and construction techniques

Knowledge of plant and equipment

Understanding of COSHH regulations

Knowledge of Health and Safety at Work practices


Customer Care orientated and dedicated to the provision of a quality service

Full clean driving licence

Health & Safety

Operative – To be aware of risks to personal safety, other employees, customers, company property and company reputation and to highlight such risks to managers immediately





Manager/Director – To be aware of risks to personal safety, other employees, customers, company property and company reputation and to promote a culture of risk mitigation in the planning and execution of all tasks.

Equality & Diversity

- To promote equality and diversity amongst our stakeholders, residents, customers, clients, staff, board and committee members and all those we work with.
- To ensure all customers' needs are understood and all services that are provided meet individual needs, including in relation to the protected characteristics and customers with additional support needs.
- To treat everyone with dignity and respect at all times.

Position in Organisation

How many staff is the employee responsible for? 0

Is the responsibility shared with another post? 0

