

JOB PACK

JOINER

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5 day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Working Pattern:	Your normal working pattern will be 37 hours per week between the hours of 8.00am & 4.15pm, Monday to Friday, with an earlier finish on a Friday.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

The successful candidate will join our established and dedicated team of 600 employees in our Asset Management department.

Our team prides itself on investing in our own people to deliver first class property based services across Jigsaw Homes Group covering a broad range of disciplines, including reactive and planned maintenance, property refurbishments, grounds maintenance, caretaking and estate services, building safety, compliance and more.

You will be welcomed in to a committed and passionate team, which prides itself on professionalism and working together.

ROLE SUMMARY

The Asset Management Team carry out responsive repairs and planned installations to its housing stock.

We require a joiner to undertake items of joinery repair and maintenance to both occupied and void properties across our housing stock. You will be responsible for ordering materials and the completing of repairs within specified timescales.

Your skilled work in this role will be vital in keeping our residents and our homes safe.

We are looking for skills and attributes that demonstrate a passion for quality, efficiency and maximising performance of our essential, customer facing repairs service.

You will have a positive, friendly and polite approach toward customers, and work to a high standard to reduce the need for repeat repairs.

You will provide an excellent level of customer service whilst working to the highest standards of efficiency, safety and customer satisfaction.

We will offer you a comprehensive training programme, company vehicle and all the necessary tools and equipment to enable you to work successfully.

Responsible To - Operations Managers

Responsible For - Apprentices / Improvers

MAIN TASKS OR ACTIVITIES

1. To undertake items of joinery repair and maintenance to both occupied and void/empty properties.
2. To construct items of manufactured joinery to the highest standard achievable (within budget).
3. To carry out general repair work and items of a multi skilled nature associated with the main job ordered.
4. To make good disturbed structures / finishes of a minor nature and report to your Line Manager where other trades persons are required to make good.
5. To clear all work areas and remove rubbish after completion of work.
6. To undertake all work as directed by your Line Manager and advise of any work which cannot be completed during the initial visit.

7. To promptly update records of work completed or delayed due to no access, awaiting materials etc.
8. To inspect items of disrepair, assess options for repair and / or replacement, and remedy in the most appropriate manner.
9. To take responsibility for the quality of the finished job, life expectancy of repair, and quality of service to the customer.
10. To act as the Group's representative with its tenants and residents regarding property issues, arranging appointments as and when required.
11. To report any incidents of concern regarding tenants and residents to your Line Manager immediately.
12. To effectively communicate with other staff members, tenants, residents, contractors etc either over the telephone, by e-mail or in person.
13. Take all reasonable steps to prevent damage to tools and equipment and the possibility of theft.
14. To order, collect and take delivery of materials and plant hire equipment required for completion of maintenance work.
15. To carry out all duties in accordance with the Group Health and Safety Policy and any other relevant legislation affecting the construction / maintenance industry.
16. To follow all Group policies and procedures and attend mandatory training when requested to ensure compliance with Group policies and procedures.
17. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times
18. Carry out any duty which may be, from time to time, requested by your Line Manager, Operations Director of Asset Management, or Chief Executive, commensurate with the position.

Candidate Requirements

Candidate Requirements:

- BTEC/NVQ/City and Guilds Craft Certificate in Joinery
- Experience of delivering high quality joinery works
- Knowledge of health and safety
- Experience of identifying building repairs and remedial works.
- Works harmoniously with others, helping to generate a positive team atmosphere whilst building effective working relationships
- Full, valid UK Drivers Licence

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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