Dovecotes Tenant Management Organisation

Job Description – Multi-Skilled Maintenance Operative (Carpentry Specialist)

Job title	Multi-Skilled Maintenance Operative (Carpentry Specialist)
Reporting to	Operationally responsible to the Asset Manager and ultimately accountable to the Chief Officer
Location	Based at the Housing Office, 86 Ryefield, Pendeford, Wolverhampton, WV8 1UD, with work across the Dovecotes Estate and other locations reasonably required for service delivery
Hours	Full-time, 35 hours per week
Contract	Permanent (following probation period)
Direct reports	None; may provide practical guidance to apprentices, trainees or colleagues when required
Special requirements	Full UK driving licence; annual Basic DBS check; satisfactory pre-employment checks; participation in emergency or out-of-hours arrangements where introduced and subject to reasonable notice

Job Purpose

To provide a high-quality, resident-focused repairs and maintenance service across occupied homes, void properties and communal areas. The postholder will undertake the full range of carpentry and joinery work as their specialist trade, together with competent multi-trade repairs, planned maintenance, minor refurbishment and property safety work. All work must be completed safely, efficiently, to the required standard and with minimum disruption to residents, achieving a right-first-time outcome wherever reasonably practicable.

Key Responsibilities

- Diagnose and complete responsive, emergency, planned and void-property repairs, prioritising resident safety and first-time completion.
- Undertake primarily carpentry and joinery work, including the repair, replacement, adjustment and installation of timber and uPVC doors, windows, frames, locks, ironmongery, kitchens, flooring, skirting, architraves, fencing and other timber or manufactured components.
- Complete associated multi-trade work within proven competence, including minor plumbing, plastering, tiling, painting and decorating, basic building repairs and making good.
- Complete repairs, minor adaptations, component replacements and refurbishment work in occupied and empty homes to the organisation's quality, re-let and service standards.
- Protect residents' belongings and property, control dust and debris, and leave homes and work areas clean, secure and safe at the end of each visit.
- Explain works clearly, keep residents informed, treat people with dignity and respect, and respond appropriately to communication, access or vulnerability needs.
- Report safeguarding, hoarding, tenancy, property-condition, damp and mould, asbestos, fire-safety, estate-management or other welfare concerns without delay, and liaise promptly with the Housing Management Team about concerns relating to a resident's health, safety or wellbeing.
- Liaise promptly with the Asset Administrator regarding appointments, access issues and resident contact, and update approved systems accurately.

- Take day-to-day responsibility for the designated work vehicle and maintain van stock, materials, tools, equipment and PPE to agreed levels.
- Work collaboratively with colleagues, contractors, council services and partners.
- Support apprentices, trainees and colleagues through appropriate practical guidance.
- Contribute to value for money, waste reduction and service improvement.
- Undertake reasonable estate-based duties connected with maintaining safe, clean and accessible communal environments, including reporting fly-tipping, graffiti and other estate issues and, when requested and within the role's competence, supporting removal of graffiti, litter or accumulated rubbish and gritting designated paths and walkways during inclement weather.

Health, Safety and Compliance

- Comply with health and safety legislation, risk assessments, safe systems of work, lone-working requirements and organisational procedures.
- Check work areas before starting, use appropriate controls and PPE, and stop and seek advice where work falls outside training, competence or authorisation.
- Follow asbestos-management arrangements and report suspected asbestos-containing materials immediately.
- Ensure completed work meets applicable quality standards.
- Report accidents, incidents, near misses, hazards, vehicle defects and property-security concerns promptly.
- Protect personal information and comply with data protection, confidentiality, safeguarding, equality and procurement requirements.

Essential Qualifications, Skills and Experience

- **Minimum NVQ Level 2 in Carpentry and Joinery, or an equivalent recognised Level 2 qualification in Carpentry and Joinery.**
- A minimum of 3 years practical experience of carpentry repairs and maintenance in domestic properties.
- Competence in associated trades and judgement to recognise when specialist attendance is required.
- Experience of diagnosing defects, selecting repair methods and completing work to a consistently high standard.
- Experience of working in occupied homes and delivering respectful, resident-focused services.
- Sound knowledge of safe working practices relevant to repairs and maintenance.
- Ability to work independently, organise workload, solve problems and meet deadlines.
- Clear verbal and written communication skills and ability to use mobile devices or job-management systems.
- Full UK driving licence and ability to travel between work locations.
- Ability to undertake the role's physical activities, subject to risk controls and reasonable adjustments.
- Willingness to obtain and maintain recognised Level 2 HHSRS training or an equivalent approved qualification within the period specified following appointment.
- Willingness to complete an annual Basic DBS check in accordance with Dovecotes TMO's staff-vetting requirement.

Desirable Qualifications and Experience

- NVQ Level 3 or advanced qualification in Carpentry and Joinery.
- A minimum of 5 years practical experience of carpentry repairs and maintenance in domestic properties.
- Experience of responsive repairs, voids, planned works or adaptations within social housing.
- Current CSCS card or relevant health and safety test.
- Current training included but not limited to asbestos awareness, manual handling, working at height, safeguarding, lone working or first aid.
- Experience of supporting apprentices or trainees.

- HHSRS Level 2 training are desirable but are not essential at application stage. Dovecotes TMO will provide the relevant training as part of the role for the successful candidate where either is not already held.

Values and Behaviours

- Resident-focused, courteous and professional.
- Reliable, punctual and accountable for work quality.
- Positive, practical and solution-focused, with a commitment to right-first-time working.
- Inclusive and respectful, recognising different needs and challenging unacceptable behaviour appropriately.
- Flexible and collaborative, with a willingness to learn and support service improvement.
- Committed to safe homes, safeguarding, environmental responsibility and value for money.

Note: This job description describes the principal duties of the post but is not exhaustive. Duties may be reviewed and varied to reflect service requirements, subject to the responsibilities and grade of the post and any reasonable adjustments required.

Dovecotes Tenant Management Organisation

Person Specification

Post: Multi-Skilled Maintenance Operative (Carpentry Specialist)
Salary: £40,077 per annum

Job purpose and role
• Deliver a high-quality, resident-focused repairs and maintenance service across occupied homes, void properties and communal areas. • Undertake specialist carpentry and joinery work, including the installation, repair and adjustment of timber and uPVC windows and doors. • Complete competent multi-trade repairs, planned maintenance, minor refurbishment and property safety work within authorised competence. • Work safely, efficiently and professionally, achieving a right-first-time outcome wherever reasonably practicable.

Criteria	Essential	Desirable	Assessment Method
1. Qualifications and licences	• **Minimum NVQ Level 2 in Carpentry and Joinery, or an equivalent recognised Level 2 qualification in Carpentry and Joinery.** • Full UK driving licence and ability to meet the organisation's driving and vehicle-insurance requirements.	• NVQ Level 3 or advanced qualification in Carpentry and Joinery. • Recognised carpentry or building-trade apprenticeship. • Current CSCS card or relevant health and safety test.	• Application form • Certificates • Driving-licence check • Interview

2. Carpentry and uPVC experience	• 3 years experience in carpentry repairs and maintenance, with evidence of working independently and consistently to the required standard. • Demonstrable experience of installing, repairing and adjusting timber and uPVC windows, doors and frames. • Experience of doors, locks, ironmongery, kitchens, flooring, skirting, architraves, fencing and associated making good. • Ability to diagnose defects, select appropriate repair methods and complete work to a consistently high standard.	• 5 years experience in carpentry repairs and maintenance, with evidence of working independently • Experience of minor adaptations, planned component replacement or refurbishment programmes. • Experience of supporting apprentices or trainees.	• Application form • Employment history • Interview • References • Practical trade assessment
3. Multi-trade technical competence	• Competence in associated repairs within proven ability, including minor plumbing, plastering, tiling, painting and decorating, basic building repairs and making good. • Ability to identify when work requires another trade, specialist contractor or further authorisation. • Safe and effective use of relevant hand tools, power tools, access equipment and materials.	• Additional recognised qualification or training in an associated trade. • Experience of minor aids and adaptations work.	• Application form • Interview • Certificates • Practical trade assessment
4. Social housing and resident service experience	• Experience of working in occupied homes and providing a respectful, reliable and customer-focused service. • Ability to explain work clearly, keep residents informed and minimise disruption. • Understanding of the need to protect belongings, control dust and debris, and leave homes clean, secure and safe. • Ability to respond appropriately to residents' communication, access and vulnerability needs.	• Substantial experience of social housing repairs and maintenance, including responsive repairs, void properties, planned works or adaptations and work in occupied homes. • Experience of working with residents who may be vulnerable.	• Application form • Interview • References

5. Health, safety and compliance knowledge	• Sound knowledge of health and safety requirements relevant to repairs and maintenance, including risk assessment, safe systems of work, PPE, manual handling and lone working. • Understanding of asbestos awareness arrangements and the requirement to stop work and report suspected materials. • Awareness of safeguarding, fire safety, equality and inclusion, data protection and confidentiality responsibilities. • Ability to recognise and promptly report property hazards, damp and mould, safeguarding, hoarding and welfare concerns. • Ability to recognise when property conditions or observed circumstances may affect a resident's health, safety or wellbeing, and to liaise appropriately with the Housing Management Team in line with safeguarding, confidentiality and information-sharing procedures. • Willingness to complete mandatory training, maintain required competencies, obtain and maintain recognised Level 2 HHSRS training or an equivalent approved qualification within the period specified following appointment, and complete an annual Basic DBS check under Dovecotes TMO's staff-vetting requirement.	• Current training in asbestos awareness, working at height, manual handling, safeguarding, lone working or first aid. • Knowledge of relevant building regulations, manufacturer instructions and social housing property standards.	• Application form • Interview • Certificates • Scenario-based assessment

6. Communication and digital skills	• Clear and effective verbal and written communication skills. • Ability to read work instructions, specifications, safety information and manufacturers' guidance. • Ability to liaise effectively with the Asset Administrator regarding appointments and resident contact, and to update job-management systems accurately with appointment outcomes, access attempts, contact records, job notes, time, materials, photographs and follow-on work. • Ability to use a mobile device, email and electronic job-management systems.	• Experience of mobile workforce or housing repairs systems. • Experience of preparing basic work specifications or material schedules.	• Application form • Interview • Practical or digital assessment
7. Personal behaviours	• Resident-focused, courteous and professional. • Reliable, punctual and accountable for work quality. • Positive, practical and solution-focused, with a commitment to right-first-time working. • Able to work independently, use initiative, manage and prioritise own workload and meet agreed deadlines. • Flexible and collaborative, with the ability to build effective relationships with colleagues, residents, contractors and partner organisations. • Inclusive and respectful, with a commitment to safeguarding, equality, environmental responsibility, value for money and continuous improvement.	• Evidence of suggesting or implementing service improvements. • Experience of coaching or giving practical guidance to others.	• Application form • Interview • References

8. Working requirements	• Ability to travel between work locations and take day-to-day responsibility for the safe, secure and presentable condition of the designated work vehicle, including required checks and prompt defect reporting. • Willingness and ability to undertake the role's activities, including manual handling, use of hand and power tools, working at height and working in confined or restricted spaces, subject to risk controls and reasonable adjustments. • Ability to maintain, monitor and replenish van stock, materials, tools, equipment and PPE to agreed levels, ensuring provision for scheduled work while controlling waste and reporting shortages or defects promptly. • Willingness to undertake reasonable estate-based duties connected with safe, clean and accessible communal areas, when requested and within the role's competence. • Willingness to participate in emergency or out-of-hours arrangements where introduced, subject to reasonable notice.	• Previous participation in an emergency repairs or out-of-hours rota.	• Application form • Interview • Lawful pre-employment checks • Post-offer occupational-health advice only where necessary
9. Assessment approach	Selection may include assessment of evidence provided in the application, qualification and licence checks, a structured interview, employment references, a practical carpentry and uPVC trade assessment, and scenario-based or digital exercises. Reasonable adjustments will be made for applicants where required.		Applied consistently at each recruitment stage.