Joiner (Multi-skill)

Team	Salary
Location Based Service	£34,517
Team responsibility	**Line manager**
No line management responsibilities	Maintenance Team Leader

The job in a nutshell

This role contributes to the Beyond Housing strategic goal to provide affordable homes where people feel safe and secure.

You will do this by working within our customers' homes to diagnose and carry out minor and major joinery repairs. You will also carry out all other minor building works as required aiming to achieve first time fixes and minimise the number of visits required, taking ownership of resolving issues and delivering on our customer promises.

Duties and Responsibilities

- Carry out all repairs, maintenance and application tasks (both internal and external) related to the joinery trade function.
- Ensure all activities are carried out in accordance with organisational policies, procedures, relevant legislation and regulatory requirements, completing all necessary documentation, and promptly return completed documentation to the Team Leader.
- Deliver service in accordance with our Repairs and Maintenance Operating Standards.
- Provide the service to the customer in line with the Company's Customer Standards and Quality Standards.
- Be responsible for compliance with Health & Safety Legislation, our Health & Safety management system, fand the safety of yourself, your colleagues, customers and the public.
- Ensure the maintenance and security of plant machinery and vehicles as and when required.
- Champion continuous improvement by identifying opportunities to improve customer experience and increase customer satisfaction and trust
- Ensure all activities are carried out in accordance with organisational policies, procedures, relevant legislation and regulatory requirements.

The above is not an exhaustive list of duties and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
1	October 2026	New Template	

What you'll bring to the team/role

Knowledge and experience

- Experience of joinery trade; able to undertake all joinery work
- Knowledge of the relevant joinery legislation
- In depth knowledge of repairs and maintenance of buildings in relation to joinery works
- Experience of working at heights and knowledge of safety requirements
- Able to undertake basic DIY level tasks in additional trades
- Competent in use of hand/power tools
- Competent with the use of information technology, i.e. PDA or tablet device
- Experience of working in occupied properties

Competencies

- **Customer focus** - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- **Working together and communication** - Drives clear communication between teams, coaches others, and builds a culture of respect
- **Takes ownership and delivers results** - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery-focused culture
- **Problem solving and continuous improvement** – solves problems, drives improvements, engages in continuous improvement across teams
- **Adaptable and flexible** - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role-modelling flexibility
- **Risk Based thinking** - Proactively identifies and considers risks and opportunities, embeds risk-aware decision-making, coaches others in effective risk management, and strengthens organisational resilience

Qualifications

- Appropriate NVQ Level 2 or equivalent or proven experience in the relevant trade
- Full driving licence

It's a bonus if you also bring

- Appropriate NVQ Level 3 or equivalent
- Qualifications/experience in other trades

NB: We are committed to supporting people who have a disability. If you have a disability, we will work with you to identify reasonable adjustments which may help you perform the role effectively, where appropriate.