

JOB DESCRIPTION

Joiner

BACKGROUND
<p>We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure makes a positive difference by:</p> <ul style="list-style-type: none"> welcoming all, each one of us caring about what we do, being passionate about how we do it, and feeling proud of what we achieve

JOB PURPOSE
<p>Our Joiner will be responsible for reactive and preventative joinery services across the estate, manufacturing joinery components as required and acting as the subject matter expert for joinery services.</p>

KEY RESULT AREAS	
Key Responsibility	Expected time spent (%)
<p>1. Reactive Maintenance</p> <ul style="list-style-type: none"> • Work autonomously to repair faults (e.g., repair of doors, window frames etc.) in accordance with relevant building regulations and Health & Safety legislation liaising with the Service Manager as required. • Liaise with the Helpdesk Manager and Helpdesk Officer to ensure understanding of the job assigned via the CAFM system, agreed service level and arranging site access. • Complete all fault diagnosis, surveys and scoping related to reactive maintenance jobs. • Control and monitor stock levels of parts, ordering parts and materials to complete jobs as required. • Manufacture joinery components operating woodworking machinery in accordance with relevant guidance and health & safety procedures. • Liaise with customers (Venue Managers/Staff) in a positive manner ensuring excellent customer service and that required works are planned and completed to minimise any disruption in service to customers. • Liaise with contractors and suppliers to complete jobs where required. 	60%

<ul style="list-style-type: none"> • Prioritise workload on a daily basis to ensure that all reactive maintenance jobs are completed in accordance with the service level agreement and that travel time is kept to a minimum. • Ensure the status of the job is continually updated on the CAFM system and all associated documentation related to the job is also uploaded to the CAFM system. • Act as the subject matter expert on joinery services and support colleagues within Facilities Management as required. 	
<p>2. Preventative Maintenance</p> <ul style="list-style-type: none"> • Complete required preventative maintenance activities in accordance with relevant legislation. • Liaise with customers (Venue Managers/Staff) in a positive manner ensuring excellent customer service and that required works are planned accordingly to minimise any disruption in service to customers. • Liaise with contractors and suppliers to complete jobs as required. • Ensure all service records and completion certificates are uploaded to the CAFM system and that the status of the job and preventative maintenance plan is updated in the CAFM system. • Work with the Service Manager to complete the preventive maintenance plan capturing all joinery requirements. 	10%
<p>3. Health & Safety</p> <ul style="list-style-type: none"> • Ensure all necessary risk assessments and method statements for reactive and preventative maintenance activities are completed for each job. • Ensure all work is completed in accordance with operational procedures, safe working practices, Health and Safety procedures and relevant legislation. • Attend safety meetings, training, toolbox talks and briefings as required. • Ensure that all accidents, incidents, near miss events or potential hazards are reported to your Service Manager immediately with details recorded in appropriate form. • Ensure any required access platforms are erected in accordance with Health & Safety procedures. 	20%
<p>4. Data Quality</p> <ul style="list-style-type: none"> • Ensure all details and documentation related to jobs are captured in accordance with the Data architecture and uploaded in the CAFM system. • Provide support in improving the quality of asset data across the estate when required. 	5%
<p>5. Clerk of Works</p> <ul style="list-style-type: none"> • When required provide commissioning support to accept capital works into maintenance and reactive maintenance works (that are completed externally) into maintenance. 	5%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	N/A
Responsibility for finance and level of financial control:	Has authority to spend up to £100 per transaction
Responsibility for Physical Resource:	Company vehicle, mobile phone, access platforms, ladders, steps & plant (e.g. battery drill), woodworking machinery
Responsibility for Data and Information:	<ul style="list-style-type: none"> • Ensure information related to Jobs input and saved accordingly in the CAFM system • Ensure service records and completion certificates are collated and stored accordingly

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> • You will work autonomously rectifying faults in accordance with building regulations and health & safety legislation as part of the customer focused reactive maintenance service. You will ensure that all assigned jobs are completed within the agreed service level and that works are planned to minimise disruption to the service. You will be responsible for diagnosing the fault and ensuring you have the necessary parts and materials to rectify the fault. You will be required to manufacture joinery components, operating woodworking machinery in accordance with relevant guidance and health & safety procedures. You will prioritise your workload daily based on assigned jobs minimising travel time. • You will be responsible for completing relevant preventative maintenance activities included in the preventative maintenance plan in accordance with relevant regulations and health & safety legislation. You will work with the Service manager to create the preventative maintenance plan capturing all joinery requirements. • You will report to the Service Manager and ensure any issues in relation to completion of reactive and preventative maintenance activities are escalated to the Service Manager in a timely manner. • You will be responsible for ensuring that all details and documentation related to reactive and preventative maintenance jobs are updated / uploaded in the CAFM system. • You will be responsible for health & safety related to reactive and preventative maintenance activities. You will ensure a risk assessment and method statement is completed for all your jobs and ensure your work is completed in accordance with operational and health & safety procedures. You will report any near misses or incidents to the Service Manager and ensure reporting procedures followed.

Evaluation Date	1st September 2021
Grade	9

- You will act as the subject matter expert on joinery services and provide advice and recommendations to the Service Manager and wider facilities management team as required.

Communication & Representing the Organisation

- Good communication is key to ensure you provide a customer focused reactive and preventative maintenance service which enables venues to operate effectively and meet their customer's expectations.
- You will be required to liaise with the Helpdesk Manager and Helpdesk Officer to ensure understanding of the job assigned via the CAFM system, agreed service level and arranging site access. You will be required to liaise with the customer (Venue Managers/Staff) to arrange access and discuss plans for the particular job.
- You will ensure that you have sufficient stock and the required parts and materials to complete jobs and place orders with suppliers when required. You will also be required to liaise with contractors who are completing reactive and preventative maintenance activities where good communication is key to ensuring jobs are completed on time and to the agreed quality.
- You will maintain the roadworthiness of the company's vehicle used to attend jobs. Drive in a safe and courteous manner and keep the vehicle clean and tidy.

Safeguarding Our Customers

- Take an active role in the safety of yourself, colleagues the facilities and customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.
- You are expected to understand and fulfil your role (following training) in:
 - Edinburgh Leisure's Health and Safety policy
 - Edinburgh Leisure's Child Protection policy
- Comply with relevant Health and Safety legislation and procedures as required including using tools, working at heights, lone working, manual handling and personal protective equipment.
- Ensure risk assessments and method statements are completed for each job to minimise risk to yourself, customers and other staff.

Problem Solving

- You will apply your professional skill and knowledge to complete diagnosis and rectification on faults across the estate.
- Responding quickly and effectively to faults that could lead to closure or part closure of a Centre
- As the subject matter expert for joinery services be prepared to offer and provide effective solutions to problems through investigation and analysis and know when to refer for assistance.

Evaluation Date	1st September 2021
Grade	9

Impact On Organization
Responsible for supporting the delivery of reactive and preventative maintenance activities to keep our venues open, fit for purpose and to meet our customer expectations.

JOB DEMANDS	
Physical	This post demands 'hands on' working practice and you will be expected to be conversant with the demands contained within a sports and leisure built environment. This includes; working at height; manual handling and exposure to pool chemicals. The role involves climbing access platforms, working at height on roofs, ladders, steps, powered access etc. Bending, Stretching, Standing and Crouching in addition to the strength and manual handling requirements (80% +). A reasonable level of fitness is required to carry out this role.
Mental	This role requires alertness and professionalism as you will be expected to respond to all people and situations appropriately. You will participate in a programme of planned/ preventive maintenance, however you must be able to quickly adapt and respond when faced with faults and possible service failure/ Site closure.
Emotional	This role involves working with staff in the Facilities Management team and venue managers and operational staff across Edinburgh Leisure. It also involves working autonomously across Edinburgh Leisure sites so need to be comfortable working independently.
Environmental	You will be required to work in a variety of environments both indoor (80%) and outdoor (20%). You will be exposed to differing levels of temperature, humidity and noise and will be required to wear the appropriate PPE. You may also be required to operate on your own and unsupervised at most venues and therefore must be aware of the additional risks that this may bring. Working at height on access systems and roofs as well as confined spaces also brings a danger that must be assessed on a case by case basis and in all kinds of weather. You will also be in an environment where pool chemicals are used and stored in accordance with health and safety regulations.

PERSON SPECIFICATION

Qualifications and Attainments:	
Essential	Desirable
<ul style="list-style-type: none"> Completed a registered apprenticeship and practical training in Joinery and building works. Be graded as a joiner or equivalent by a recognised professional body. Full Driving Licence 	<ul style="list-style-type: none"> PASMA (Scaffolding) IPAF/PAF (Powered Access) Asbestos Awareness & Identification Confined Spaces First Aid Certificate

Evaluation Date	1st September 2021
Grade	9

Knowledge and Experience:	
Essential	Desirable
Minimum of two years post apprenticeship (not directly supervised) experience. All areas of Joinery and Building including: <ul style="list-style-type: none"> • Workshop manufacturing including bespoke items • Glazing • Building construction • Suspended ceilings • Fire & Building Regulations • Finishing joinery 	<ul style="list-style-type: none"> • Previous experience of using a CAFM system • Wood machine regulations (HSE) •
ESSENTIALS Behaviour Standards	Leadership by EVERYONE

DISCLOSURE/PVG REQUIREMENTS
Basic level

I have read and understand this job description and I am clear about what is expected of me in this job.

Evaluation Date	1st September 2021
Grade	9