

Job Description & Person Specification



Job Title	UPVC Window Repair Operative
Division/Location	Uttlesford Norse
Reporting to	Supervisor
Weekly Hours	42.5 Hours Per Week, Monday to Friday
Grade/Salary	NCS BMU Scale - £30,940 DOE

Job Description

The Role:

To undertake a variety of UPVC repairs/glazing and single unit install works associated with the delivering responsive repairs and refurbishment work to Uttlesford District Council's properties. This will be predominantly working on the Councils housing stock but may include non-housing, commercial and other properties as required.

Main Responsibilities

- Ability to work on your own proficiently and diagnose and carry out UPVC window repairs, including re-glazing, new seal and ironmongery, single window replacements, repairs to UPVC and Composite doors, glazing and ironmongery without immediate supervision in the most efficient and economical manner.
- Ability to carry out locksmith works, replacing cylinders including drilling out.
- Work from drawings and specifications, requisition the necessary materials and accept responsibility for the completion of jobs to the allotted timescales.
- Use hand held equipment (PDA) to receive and complete works.
- To complete work as effectively as possible and to the defined Council and Norse standards.
- To undertake additional trade duties such as minor plastering repairs and carpentry works.
- Where appropriate, liaise with the scheduling team on the completion of the work ensure the most effective use of time and resources.
- Liaise with supervisors to ensure that they are made aware of the progress of works and where works may extend past the target date.
- To observe all Health and Safety and Work regulations and report all hazards to the supervisor or line manager.
- Be part of an effective operational team, focused on achievement of service plans and

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departmental priorities, providing guidance in your area of professional specialism.

- Contribute to the development of a culture of collaborative working within the team.
- Ensure the customer receives an effective courteous service.
- Carry out dynamic risk assessments where appropriate risk assessments do not exist.
- Keep up to date with changing legislation, standards and technology, receiving training in all facets of the role.
- Cover for other work colleagues in areas where needed.
- Where appropriate, provide instruction and supervision to apprentices and trainees.
- To foster constructive and collaborative working relationships with stakeholders and partner organisations.
- To respect the need for confidentiality when processing personal/customer data.
- Demonstrate personal commitment to the Norse Way CSR strategy.

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative, so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it

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Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	UPVC/Composite Installation or maintenance	D	AF
	Locksmith Trained	D	AF
	Knowledge of good practice relating to Health and Safety Regulations	E	I
	Sound Knowledge of other trades such as; minor plastering and carpentry	E	AF/I
	Sound knowledge of UPVC Windows and UPVC/Composite Door installations.	E	AF/I
	Asbestos Awareness	D	AF/I
	CSCS Card	D	AF
Experience	Extensive experience in UPVC/Composite Installation and repairs.	E	AF/I
	Locksmith experience	D	AF/I
	Previous experience working within social housing properties	D	AF/I
	Working with handhold technology	D	I
Skills/Abilities	Excellent time management skills and ability to multi-task and prioritise work	E	I
	Attention to detail and problem-solving skills	E	I
	Ability to organise own work to schedule		
	The ability to communicate with members of the public and the workforce effectively and courteously	E	I
Other Requirements	Ability to work at heights	E	I
	Due to the requirements of the role a full UK	E	I

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	driving licence is essential		
	Carry out additional Training	E	I
	Take part in an "on call rota" when required	E	I

General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Agreement

Employee Name:		Date:	
Employee Signature:			

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		:	
Approved by HR Director:		Date	
		:	