



JOB DESCRIPTION

POST:	Flooring Installer
DEPARTMENT:	Housing Repairs and Maintenance
REPORTING TO:	Senior Repairs Officer
RESPONSIBLE FOR:	Apprentices and Improvers if Required.
GRADE:	Trades 2

ORGANISATIONAL CONTEXT:

To ensure the Housing Operations DLO is developed as a flagship service that is great, consistent and modern.

To deliver a first-class, effective, customer-orientated service to internal and external stakeholders whilst maximising high standards of health and safety, performance, productivity, and value for money. All aspects of the role will be undertaken using a multi-skilled approach to complement our right-first time ethos.

MAIN JOB PURPOSE

The post holder will be responsible for undertaking high-quality reactive repairs and maintenance works to internal and external elements of occupied properties, public buildings and associated external areas and ensuring works are completed to time/quality standards. Provide outstanding customer service and excellent standards of performance to the public and residents of Babergh and Mid Suffolk District Councils.

To contribute to continuous improvements and help deliver top-quartile performance within the Housing Repairs and Maintenance Team.

Ensure that all flooring tasks are completed within set timescales to comply with policies and procedures. This includes working with both internal and external stakeholders to ensure that works are delivered within agreed timeframes and to the desired quality of workmanship.

DUTIES AND RESPONSIBILITIES:

1. Carry out to the highest standard all aspects of flooring repairs and installations. Undertake a broad range of multi-skilling and enabling skilled repair activities outside of the basic trade such as minor plumbing, glazing and finishing works to provide a comprehensive repair service.

Activities will include repair, overhaul, renew, remove, install, replace, lay, make good, fix, ease, service, match to existing, inspect, demolish, patch and service. This includes but not limited to:

- Measuring, calculating and cutting flooring materials to fit specific spaces
- Installing vinyl sheet, domestic & commercial (cap/cove/heated weld) safety flooring, carpet, tiles and timber flooring etc
- Removing old flooring and preparing surfaces for new flooring
- All floor preparation required including latex, plywood etc including to falls
- Keeping the work area clean and safe, adhering to safety regulations and guidelines

Deliver the highest level of workmanship in line with Health and Safety regulations and current legislative standards, and performance standards and accordance with the Council's specifications and procedures.



2. Assess works, fault finding to identify the underlying cause of any issue and the identification of faults and decide on the best remedy or rectification. Accurately measure, quantify and list material requirements.
3. Assess, identify and report any serious and immediate risk to a persons health and safety (on every visit) including safeguarding issues, overcrowding, damp and mould, disturbed asbestos, excessive cold or heat, or defects in the building resulting from any observed deficiency in the asset.
4. Carry out work flexibly and with minimal disruption to the service users and ensure the premises are left clean and tidy to enhance the reputation of the Housing Directorate to deliver excellent services.
5. Ability to work flexibly and deal constructively with a diverse range of customers handling complaints with empathy and constructively.
6. Have a working knowledge of current Building Regulations & industry developments.
7. Carry out all work instructions allocated on time, in the order identified and to the required quality standard and within required time scales. Work in accordance with specifications as per work orders and adhere to the priority of the job, ensuring work status is updated in accordance with procedures.
8. Accurately complete administrative work including recording all works undertaken advising schedule codes and resources used in all instances on hand-held personal data assistant, similar device, or the appropriate works order. Complete all daily work records on time.
9. Positively participate in training and adopting new technologies to improve service delivery and productivity, ensuring your continuous personal development in line with trade standards. Carry out any training relevant to the post provide supervision and share knowledge with apprentices, improvers or less experienced staff when required. To promote an environment of continuous learning and improvement.
10. Ability to successfully organise and prioritise your workload.
11. Ability to deal with challenging behaviour on occasion.
12. To be responsible for the use and replenishment of impress stock abiding by the services material procedures. Proactively maintain and ensure sufficient adequate stock levels to carry out work efficiently including vinyl flooring stocks at our depot.
13. Participate in all quality initiatives/service improvements aimed at providing service excellence to customers and clients.
14. Maintain your vehicle to the highest standards, undertake daily routine safety and maintenance checks ensuring that your vehicle, machinery and equipment that is used is well maintained, kept clean and not exposed to the risk of damage or loss/theft. Complete all vehicle documentation and report defects in accordance with Fleet Management Protocols. The vehicle should be clean safe and ready for use before the commencement of the working day.
15. Be responsible for and be contactable by mobile phone supplied by the department. Be well presented in Council uniform ensuring that the uniform is clean and well maintained and carry identification to be always displayed or on request and be the first point of customer focus with dealing with the public and residents during working hours.
16. To provide clear understandable information on the nature of proposed works and the potential impact on residents is provided before any works commencing.
17. To undertake works as required by the service and to the benefit of the customer including completion of works if within reasonable timelines outside of agreed core hours, contractual agreement to rotas including weekends and out of hours.



18. To adhere to the conditions of parking permits issued to you and all Council parking enforcement and restrictions that are in place.
19. At all times comply with the Council's Health and Safety policies, procedures and safe working practices.
20. To actively promote customer care, value for money and performance management.
21. To demonstrate a wholehearted commitment to our vision, values and culture and positively always promote and represent BMSDC.
22. To consistently promote and apply equality and diversity, in line with BMSDC policy/procedures and ensure that this is demonstrated and maintained throughout all areas of responsibility.
23. To bring forward suggestions for service improvement, to assist with developing processes and training sessions and working groups where needed.
24. To maintain an up-to-date knowledge of legislation, regulations and best practise, relevant to the services provided.
25. To take responsibility for achieving personal targets by ensuring that continuous professional development (CPD) is maintained and updated to meet service needs.
26. Undertake any general duties/associated works relevant to the post required and carry out all reasonable instructions as required in the delivery of excellent services to residents and the public. To engage positively in the development of the Housing Repairs Team and its services. The post holder will be expected to undertake such additional duties or responsibilities consistent with the role and grade, as may be allocated.

Additional information

- a) Does this job require a DBS check? **Yes - BASIC ONLY**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The job holder will participate in training, exercises, response, recovery or other activities to support the council's statutory duties concerning emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- c) The post is designated as being politically restricted following the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifies them from standing for or holding elected office. **Yes/No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder



PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The post holder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
<ul style="list-style-type: none"> • City and Guilds or NVQ Level 2 (minimum) or proven track record or a recognised apprenticeship or time-served within flooring installations. • A recognised Health and Safety qualification which includes but is not limited to working safety, working at heights, power and hand tools, noise, manual handling, COSHH, PPE, slips/trips/falls, asbestos awareness, first aid, dust, HAV etc. • Multi-skilled experience that is associated with core trade skills. • Thorough knowledge of current and appropriate legislation regarding building works, and H&S legislation. • A good technical knowledge of housing properties and their building and service components. • A full valid driving licence 	<p style="text-align: center;">A</p>
KNOWLEDGE & EXPERIENCE <i>(e.g., report writing, office experience, Microsoft Office)</i>	
<ul style="list-style-type: none"> • Knowledge of construction materials, techniques and practices for all activities commensurate with the post including complementary skills. • Experienced in all aspects of floor finishes and materials • Ability to prioritise work and work on own initiative as well as part of a team. • Proven ability to work to deadlines and manage time efficiency • Level of IT literacy to be able to operate mobile electronic equipment e.g. PDA. 	<p style="text-align: center;">A / I</p>
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> • Highly competent in all aspects of floor finishes including commercial flooring for wet rooms. • All skills associated with duties and responsibilities of the role • Excellent communication and customer service skills, written, verbal and visual. • Be proactive and engaging with customers, contractors and other stakeholders. • Be adaptable to change and can acquire new skills and knowledge, thus being responsible for your own personal and professional development. • Able to work as a member of a team and self-manage duties when working alone. • Able to prioritise and use own initiative in organising and undertaking tasks. • The ability to follow drawings and plans. 	<p style="text-align: center;">A / I</p>



<ul style="list-style-type: none"> • Good practical skills with a careful and methodical approach to work. • Good numeric skills for calculating quantities. • Able to work from heights and follow safety instructions. • Able to lift heavy components such as boxes or rolls of flooring materials • The ability to erect a temporary platform to carry out work by following appropriate Health and Safety. • To work in confined spaces, with noise and dust etc. while wearing the correct PPE. • Provide reasonable performance and productivity in conducting all your duties in relation to your work and all work-related documentation. • A positive attitude to be flexible within the requirements of the role, and to forge and maintain effective interdepartmental working relationships. • Tact and diplomacy in all interpersonal relationships with customers, both internal and external. • A methodical, organised approach to work, self-motivation and personal drive to complete tasks to the required quality and within timescales. • The ability to work independently with some supervision and support and manage your workload and that of a team to ensure objectives are met. 	A / I
BEHAVIOURS Behaviours will be tested at the interview against the Council's values (further detail below)	
<ul style="list-style-type: none"> • Empowering, valuing, and developing our people. • Valuing our customers • Being open and honest • Taking ownership • Being ambitious 	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	AI
OTHER	
Participate in working arrangements that are outside normal working hours including completion of jobs (ensuring first-time fix), evening and weekend appointments and any call-out rotas.	I



Our Values

...we believe in



We empower, value and develop our people to work together as one dynamic and efficient team.



We care about delivering high quality, customer-focused outcomes with our communities and partners.



We are open, transparent and truthful.



We take pride in our work and take responsibility for our actions.

