



<b>Job Description</b>	Apprentice Carpenter
Reports to	Senior Site / Field Manager
Version No.	1
Date	September 2020
Location	Newtown (Travel required)

### **Purpose of role**

To assist with undertaking carpentry construction, repair and maintenance works at both Commercial and Domestic sites as required by the business.

### **1. Main duties and Accountabilities**

- Use your carpentry skills to assist with the construction, repairs and maintenance of domestic properties and commercial buildings in accordance with Building Regulations.
- Ensuring that all carpentry works that you undertake conform to relevant standards, legislative requirements, policies and protocols in accordance with Company procedures and safety Standards.
- Maintain a clean, safe working environment at all times for yourself and your colleagues, moving and disposing of debris as required and storing tools securely when not in use.
- Set up and maintain tools both for your own use and for colleagues
- Assist with the completion and timely submission of quotes and other internal paperwork in accordance with company requirements.
- Liaise with customers to undertake work in their properties in a timely and convenient manner
- Ensure the company vehicle is stocked correctly in order to carry out tasks
- Ensure that vehicle housekeeping is undertaken regularly and that all vehicle stock is stored appropriately and safely within the vehicle
- Attend college as part of the apprenticeship in order to gain an industry recognised Carpentry qualification (Attendance usually required on a weekly basis).
- Undertake training to improve knowledge and skills as required
- Represent the company positively at all times in accordance with the company Code of Conduct, building a positive relationship with customers.

- Carry out such other duties and responsibilities as may reasonably be directed by Management

## **2. Customer Services**

- To provide excellent customer service to internal and external customers
- Ensure regular contact with the customer throughout works
- Liaise with both internal and external contacts in a friendly and helpful manner in order to uphold and strengthen the values of EOM and the wider Mid-Wales Housing Group

## **3. Communication, Collaboration & Team working**

- Promote close communication with colleagues
- Assist colleagues to support the delivery of excellent services.
- Work collaboratively with colleagues across the Mid Wales Housing Group to ensure a joined-up approach to service delivery.
- Establish and maintain good relationships with colleagues, suppliers and customers

## **4. Planning & Organising**

- Manage own time to ensure that personal objectives are achieved.

## **5. Administration**

- Be responsible for all own personal administration, ensuring data is held and processed in line with GDPR regulations
- Maintain both manual and computerised record and filing systems in line with internal processes and audit requirements
- Use the appropriate technology as instructed by management

## **6. Health & Safety**

- Take responsibility for own Health & Safety.
- Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner

## **7. Generic**

- Take responsibility for own personal development.
- Foster a climate of continuous improvement, participating in service improvement projects as and when required.
- Actively promote the Mid Wales Housing Group's Welsh Language scheme, and be aware of and act in accordance with the requirements of Equality & diversity legislation.

- Be aware of, and act in accordance with, the Group's Confidentiality Policy, and the requirements of the Data Protection Act.
- Promote a positive image of EOM and the wider Mid-Wales Housing Group.
- Undertake any other duties commensurate with the level of the post as required by the company.

Signed by member of staff: .....

Date: .....

Signed by Line Manager: .....

Date: .....

