**JOB DESCRIPTION**

**Job Title: Joiner**

**Department/Section: Property Services**

**Location: Scottish Borders**

**Salary: SBHA Grade 3 - £30,818 - £33,997**

**Reports To: Contracts/Maintenance Supervisors**

**Date: August 2025**

**This post is subject to Disclosure Scotland clearance**

**Overall Purpose**

To carry out good quality Joinery works as part of a team of skilled trades people in an effective and efficient manner within the timescales advised.

**Principal Duty**

* General Joinery work associated with the repair and maintenance of the Association’s and other properties
* Execute all works allocated to a high standard within timescales allocated
* Provide excellent customer service to our Tenants ensuring good Communication before and after the appointment
* Carefully record all works undertaken and resources used in all instances Maintain and replenish agreed levels of vehicle stock relevant to trade
* Responsibility for materials, plant / equipment used when undertaking your duties and maintain acceptable levels of van stock relevant to your trade.
* Adhere to Health and Safety guidelines for the safety of yourself and others.
* Maintain awareness of Tenant Participation as a commitment by SBHA to its Tenants

**Supervision and Management of People**

When responsible for an apprentice/work placement the post holder will carry out on the job training and regular assessment and provide feedback to their line manager.

**Creativity and Innovation**

This can involve skills to:

* Solve on the job problems which arise when carrying out repair, maintenance, renovation or installation work to ensure the work is completed to an acceptable standard
* Modify/adapt plans to suit the environment/ customer’s needs and where required design/ redesign joinery work to meet customers and safety needs
* Ensure that all sites are a safe place to work, this requires problem solving skills / risk assessments to ensure work is able to progress safely
* Recognise potential problems such as locating leaks and where possible rectify

**Contacts and Relationships**

The post holder has a wide range of contacts both internal and external, relating to the joinery or related trade work within SBHA properties.

**Decisions (Discretion)**

The post holder will be required to make the following decisions:

* The best way to carry out a repair or installation
* The correct materials for the job
* If further work is required or the job will take longer than expected the post holder must decide the best course of action to ensure customers receive the best possible service
* Competency of Apprentice before allocating tasks
* If there is a need to change plans to ensure a better job
* If any follow-on work required
* If any activity in a property is improper or gives cause for concern it should be reported to management
* When on standby, how best to prioritise work. If the closure of buildings and the re-housing of the occupants is required

**Decisions (Consequences)**

The decisions made in the course of the job will impact on the health and safety of themselves, customers and colleagues, customer satisfaction performance against targets.

**Resources**

The post holder is responsible for the safe use, safekeeping and cleanliness of their non-LGV vehicle, plant, tools, PPE and where appropriate IT equipment including mobile communications equipment. Vehicles provided are for the sole use of SBHA Business only.

The post holder will carry plant equipment and stock within the van allocated to them. They are fully responsible for the safe keeping, monitoring and replenishment of these resources.

The post holder is required to complete vehicle check sheets, machine and equipment maintenance records, standby sheets and job sheets and complete HAVS recording.

When responsible for an apprentice/work placement the post holder will carry out on the job training and regular assessment and provide feedback to Management.

**Environment – Work Demands**

The post holder is fully responsible for completing the work once a full assessment has been carried out by them and in line with the set designated timescales. They are expected to make the assessment on site and inform the customer. If they are unable to complete the work they must inform management and Solutions Team / Planners to book follow on work before leaving site.

The post holder is required to reprioritise their workload to accommodate emergency calls.

When responsible for an apprentice, will assess competency, then allocate and check work on completion

**Environment – Physical**

This is an operational post and physical demands such as manual handling, carrying, bending, kneeling and generally working in small awkward spaces are required as part of the job. Moves and lifts furniture, white goods and carpets/flooring, for vulnerable customers.

**Environment – Working conditions**

The post holder is required to work in:

* Noisy, dusty, damp and restricted areas due to working under floorboards, in attics and in the use of power tools and vibrating machinery for the duration of each job
* Empty properties with no heating
* Outside in all weather conditions
* Appropriate PPE shall be provided, including specialist PPE, such as eye protection, dust masks

**Environment – Work Context**

Care should be taken with the following:

* When working at height on roofs scaffolds and ladders
* Using power tools when working up ladders, on scaffolding, on roofs, under floorboards and in attics
* When working close to gas, electricity and water supplies
* When using COSHH material
* When lone working as may be subject to challenging behaviour

**Knowledge and Skills**

See person specification.

**Health and Safety**

Scottish Borders Housing Association must abide by relevant health & safety and employment law, as well as the common law duty of care. All employees are required to take care for their personal health and safety and that of others who may be affected by their actions or inactions. Employees are therefore required to carry out duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. Employees are required to advise their line manager if they become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near miss reporting procedures.

If supervising, managing or leading other team members, employees are also responsible for ensuring that the SBHA operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of employees and of any others who may be affected. Relevant risk assessments must be conducted and duties assigned with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. The postholder will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to their attention, taking appropriate advice as necessary and will ensure that accident and near miss reporting procedures are understood and complied with.

# **A close up of a logo AI-generated content may be incorrect.**

# **PERSON SPECIFICATION**

**Job Title: Joiner**

**Department/Section: Property Services**

**Date: August 2025**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement** | **Essential** | **Desirable** | **Application** | **Interview** |
| 1. **Education & Qualifications** |  |  |  |  |
| * Standard Grade (SCQF level 3) or equivalent in Maths and English |  | ü | ü |  |
| * City & Guilds Level 2 qualification or equivalent through training and experience | ü |  | ü |  |
| 1. **Experience** |  |  |  |  |
| * Experience working in occupied homes or social housing environments | ü | ü | ü |  |
| * Must be time-served Joiner |  |  | ü |  |
| 1. **Skills and Abilities** |  |  |  |  |
| * Able to demonstrate all round skills applicable to the trade. | ü |  | ü | ü |
| * Able to carry out duties to a high-quality standard with the minimum disruption to Tenants and neighbours | ü |  | ü | ü |
| * Excellent communication and interpersonal skills | ü |  | ü | ü |
| * Customer-focused approached to delivering services | ü |  | ü | ü |
| * Awareness of health and safety practices in domestic environments | ü |  | ü | ü |
| * Able to adapt to different situations and problem solve | ü |  | ü | ü |
| * Excellent communication interpersonal skills | ü |  | ü | ü |
| * Basic digital skills (e.g. using a mobile device to record job information) | ü |  | ü | ü |
| * Able to carry out work with the minimum of supervision. | ü |  | ü | ü |
| 1. **Knowledge** |  |  |  |  |
| * Understanding of the role of a social landlord |  | ü | ü | ü |
| * Awareness of safeguarding principles and appropriate escalation |  | ü |  | ü |
| 1. **Other Requirements** |  |  |  |  |
| * Understands and respects equality and diversity |  |  |  | ü |
| * Reliable, punctual and responsible |  |  |  | ü |
| * Holder of a current UK driving licence |  |  | ü |  |
| * A team player who supports colleagues and contributes positively to team culture |  |  |  | ü |