

Planned Works UPVC Technician

Job Description

Our
Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage over 15,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, competitive pension options and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Our values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and also take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

PARADIGM HOUSING GROUP LIMITED
JOB DESCRIPTION

Post: Planned Works uPVC Technician

Direct Reports: None

Regular Contacts: Property Services
Housing Teams
Internal & External Stakeholders
Residents – All tenures

Responsible to: Planned Works Manager - UPVC

Job purpose: To carry out installation of all UPVC components which will include full window and door replacements, fascia and soffits and guttering. To PHG assets as directed, whilst maintaining safe systems of work and to the highest standard or workmanship.

Key Accountabilities:

- Carry out all installation works within your designated trade unsupervised, to a high standard and aligned to approved codes of practice and regulations as required by the Planned Works Manager
- Complete all necessary documentation, accurately, in a timely manner and in accordance with Paradigm's procedures.
- Carry out works in a courteous and professional manner, aligned to customer care standards ensuring that the reputation and standing of Paradigm is positively promoted in all dealings.
- Comply with all relevant health and safety legislation and procedures, including task specific risk assessments and method statements, in the carrying out of maintenance work, reporting any potentially unsafe working methods, installations or equipment to management as appropriate.
- Communicate effectively and work productively with tenants and staff demonstrating a duty of care and reporting any issues immediately.
- Materials and equipment should be used to effectively and safely complete all works, minimising waste and surplus materials wherever possible and ensuring van stock levels are maintained.
- The post holder will be required to comply with all procedures relating to assets of the business to include commercial vehicle regulations, telecommunications devices, uniform, PPE and identification badges.
- The post holder may need to train/supervise or mentor any apprentices, service technicians or other members of staff on request.

Level of authority:

- Expected to work on own and with team members, identifying solutions and recognising when management involvement is necessary.
- Coach and guide members of the team who are apprentices or developing
- Authority to purchase materials where required to complete works and return all necessary documentation, accurately, in a timely manner and in accordance with Paradigm's procedures.
- Adherence to company health and safety procedures

Required outcomes of the post:

Success in this post will be measured by:-

- Carrying out maintenance works to the required and expected standards of your trade(s), completing the designated number of jobs per day / 1st time fix is achieved wherever possible / Recall rates are kept low
- Paradigm's homes are maintained to the highest possible standards and all statutory and regulatory requirements are met.
- Customer care standards are met.

Person specification:

In addition to fulfilling the role in a way that reflects our values, the attitudes and behaviours we expect from all staff and corporate objectives, this role requires the following:

Essential criteria = (E)

Preferred criteria = (P)

- Relevant qualification/certifications or 5 years' experience
- Experience/Knowledge of Windows and Door Systems (including uPVC, Aluminium, Composite, and Wood) in residential, commercial and industrial buildings relevant building codes, legislation, regulations, policies and procedures installation and maintenance.
- The ability to take accurate measurements measure for glazing, windows and doors, follow drawings and plans
- Perform Scheduled/Reactive Maintenance Service on window glazing systems, doors systems and fixtures including uPVC, Aluminium, Composite, and Wood
- Repairing / Maintaining doors, windows and other fixtures (E)
- Making various adjustments to fittings (E)
- Be physically fit to undertake daily duties (E)
- Interior and exterior trim repairs to cabinets, doors, frameworks, floors, or other wooden fixtures used in homes (E)
- Ability to read blueprints and technical drawings (E)
- Removes damaged or defective parts or sections of structures and repair or replace, using hand tools (E)
- Good numeracy skills for calculating quantities
- Relevant City & Guilds or NVQ or relevant experience in Carpentry trades (E)
- Significant experience in maintenance and repairs work specific to trades (E)

- A sound knowledge of relevant legislation and/or Codes of Practice i.e. construction, building regulations and health and safety (E)
- A reasonable level of literacy and numeracy to enable associated works to be completed (E)
- Full valid driving licence. (E)
- Able to work on own initiative (E)
- Willing and able to work as part of a team, flexibly and independently (E)
- Able to communicate clearly and effectively (E)
- Able to demonstrate an understanding of, and commitment to excellent standards in customer service. (E)
- An ability to manage your time and prioritise accordingly and meet tight deadlines (E)
- To be part of the 'On Call' team to cover the out of hours work when required (E)