

Role Profile

Floorer – Property Care

Base Location: Site Based – Property Care
Responsible to: Major Works Manager – Property Care
Responsible for: N/A

Purpose of the Post

The role is responsible for delivering high-quality flooring installation, repairs, and maintenance across the Group’s housing stock and commercial properties. It ensures all flooring works are completed safely, efficiently, and to a consistently high standard, supporting the delivery of a reliable and customer-focused property maintenance service.

Core Responsibilities

- Install, replace, and repair a range of floor coverings including vinyl sheet, carpet, carpet tiles, laminate, LVT, and safety flooring.
- Carry out repairs to damaged flooring such as burns, tears, loose edges, lifting vinyl, or worn areas.
- Prepare and install thresholds, trims, door bars, and edging strips to ensure safe and neat finishes.
- Ensure all flooring work meets agreed specifications, customer expectations, and safety standards.
- Prepare subfloors including cleaning, levelling, sanding, and making good, damaged floor areas.
- Apply smoothing compounds, screed, and latex levelling products as required.
- Install underlays, damp-proof membranes (DPM), and acoustic layers when needed.
- Install and weld safety flooring, including capping and coving to create watertight finishes (if trained/competent).
- Carry out repairs to wet-room floors, welded seams, trims, and skirting details.
- Ensure flooring in high-risk environments meets slip-resistance and regulatory standards.
- Carry out minor tasks necessary to complete flooring works, such as trimming doors, fixing loose skirtings, or removing/refitting fixtures.
- Remove and reinstate appliances, furniture, or sanitary ware were safe and within training/competency.
- Assess material requirements and request stock and supplies in advance.
- Handle, cut, and store flooring materials safely.
- Prepare work areas by clearing, cleaning, and ensuring safe access for installation.
- Dispose of old floor coverings and waste materials safely and responsibly.
- Operate tools such as floor scrapers, guillotines, welders, rollers, and cutting equipment safely.
- Carry out routine safety checks on tools and equipment; report defects promptly.
- Drive and maintain a company vehicle (if required), completing weekly vehicle checks.
- Safeguard tools, materials, and equipment to prevent loss or theft.

- Liaise professionally with customers when arranging and carrying out works.
- Ensure homes and work areas are left clean, safe, and tidy on completion.
- Maintain a clean uniform and ensure identification is always visible.
- Handle customer queries politely and escalate any concerns where appropriate.
- Record and update work activities accurately using mobile devices or worksheets.
- Follow instructions from Supervisors or Managers to complete tasks efficiently.
- Read and work from floor plans, measurements, and technical specifications.
- Provide updates on progress, delays, or additional work required.
- Use all required PPE and always follow safe systems of work.
- Report unsafe conditions, damaged floors, asbestos concerns, or hazards immediately.
- Work in accordance with risk assessments and method statements.
- Ensure all flooring works meet health & safety and fire safety standards.
- Work collaboratively with colleagues to deliver high-quality flooring services.
- Support apprentices or less experienced colleagues where required.
- Participate in training and development to expand flooring skills.

Corporate Responsibilities

- To deliver high levels of customer services and be an advocate for MSV's WOW standards.
- Ensures that the customers perspectives is recognised and customer feedback is heard and used to improve satisfaction levels and service.
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity and accuracy of the Group's data.
- To support individual and other colleagues' health, safety and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty that may be required.

Person Specification – FLOORER

A – Application	I – Interview	C – Certificate	T - Test
Criteria		Essential/ Desirable	Method of Assessment
Appropriate Professional Qualification			
City and Guilds Craft or minimum NVQ level 2 in an appropriate craft based trade or substantial relevant experience		E	A

Experience and Track Record		
Experience of working as part of a multidiscipline team	E	A/I
Experience of working collaboratively in a busy team environment.	E	A/I
Experience of delivering quality work on time	E	A/I
Knowledge and Skills		
Managing and prioritising a demanding workload	E	A/I
A friendly and professional manner	E	I
Customer focused and a desire to provide services to a high standard	E	I
An ability to work under pressure	E	I
Self motivated	E	I
Ability to use the Group personal digital assistant systems and their application in delivering appropriate job information	E	A/I
WOW Customer Service Standards		
Demonstrate effective communication skills with a range of people ensuring delivery is professional.	E	A/I
Demonstrate effective listening skills and able to respond with kindness and compassion.	E	A/I
Show respect to all internal and external stakeholders.	E	A/I
Take accountability to serve the customer in the required service level agreement.	E	A/I
Demonstrate understanding and empathy with the needs across diverse groups and individuals.	E	A/I
Demonstrate a positive attitude and an excellent customer focus to contribute to great customer service.	E	A/I
Personal Characteristics		
Ability to deal with challenging situations	E	I
Customer focussed approach	E	I
Willingness to work additional hours as required	E	I
A valid driving licence	E	A/I