

# Job Description

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| <b>Job Title</b>         | Doors and Windows Installer   |
| <b>Department</b>        | EEGD/IWI  |
| <b>Location</b>          | Field-based throughout Scotland, travel as business needs require.  |
| <b>Reporting to</b>      | Operations Delivery Manager   |
| <b>Line Manager to</b>   | N/A   |
| <b>Key Relationships</b> | Operations Delivery Manager, Operations Delivery Supervisor, Services and Insulation Administration Department, Contracts Managers, Customers, Clients, all trades. |

*The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.*

*You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.*

*This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.*

## **Overview of the Role**

To carry out joinery work on secondary glazing and door replacements. To ensure that all work undertaken is completed with due regard for quality, productivity and safety.

## **General Duties/Key Responsibilities**

The work of a Joiner is varied and can include the following:

- To undertake joinery work on the full range of properties.
- To undertake, as and when required, joinery work.
- To replace doors, door frames and fit secondary glazing units.
- To carry out, door & secondary glazing installations to a high standard including installation of new architraves & fix any damaged areas at time of install.
- To carry out internal wall and ceiling insulation measures.
- Ensuring that all work is performed in accordance with the requirements of Health and Safety and other relevant legislation.
- Ensuring that all necessary paperwork is completed and returned to the appropriate administrative centre in accordance with established procedures.
- To provide a service to clients and maintain a good customer relationship as a priority.
- To act at all times as a representative of the Company and ensure that the customer is completely satisfied.
- Undertaking any other duties appropriate to the post objectives as required by Management (appropriate to the level of the post).
- To report customers comments for improvement to the department's performance.
- Assisting as required in the implementation of issues relating to the management of apprentices.
- To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
- To carry out the duties and responsibilities of the post in accordance with the Company's policies.
- To maintain confidentiality and observe data protection and associated guidelines where appropriate.

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- To carry out any other reasonable duties and responsibilities within the overall function commensurate with the level of responsibility of the post.

## Qualifications:

- City and Guilds in Carpentry and Joinery or equivalent.

## Experience:

- Experience in installing UPVC, Composite doors & secondary glazing units with subsequent high-quality finishing's.
- Experience in working with teams ensuring a quality finish.
- Providing routine correspondences both written and orally.
- Previous experience in a fast-paced environment, working under pressure.
- Ability to adapt quickly to changing priorities.
- Experience in working within a team, team environment.
- Used to self-managing, prioritising workloads and ensuring tasks are completed on time.

## Skills:

- Industry knowledge
- Able to communicate effectively with key people.
- Essential time management skills.
- Personable with communication skills
- Maintain focus on key tasks.
- Able to assess own performance and follow training direction.
- You should have a working knowledge of all current Health and Safety legislation and best practice.
- Be able to use a range of communication skills when dealing with customers.
- Ability to understand, organize and analyse information received to identify your response.
- Ability to assess situations and determine the objectives with a clear concise well-organized reply.
- To be able to eliminate or reduce causes to any problems.
- Must be confident to work alone.
- Well-presented and proactive
- Able to get on well with others and be a team player.
- Sufficiently mobile and flexible towards hours and place of work
- Clear focus of quality of service
- Ability to produce a high standard of work.

## Additional Requirements:

- Disclosure Check
- UK Driving Licence
- Flexible Approach

## What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- 29 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Company Van and Fuel Card for business use
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Work for PLC Company with option to join share save scheme.