**Ca**

**Role Profile: Working Foreman Carp Multi**

**Department:** IoW Hub

**Location:** Ryde, IoW wide

**Hours:** 40hrs

**Benefits:** 23 Days Holiday, Pension and Life Assurance

**Who you report to:** Supervisor

**SUMMARY OF ROLE**

Mountjoy Ltd is contracted to the Isle of Wight Council, Vectis Housing Association, RNLI and other clients to provide the day-to-day repairs, quoted works and planned preventative maintenance to various buildings across the Isle of Wight.

We are seeking a conscientious and enthusiastic individual with a can-do attitude and flexible approach. Must have a relevant trade skills and qualifications with additional experience and capability to complete tasks outside their core competency. The foreman must maintain a professional appearance, attitude and be polite and courteous at all times. It is a further requirement that all foreman must pass a DBS and Police vetting check.

**The key activities you will undertake in this role will be:**

A variety of carpentry repairs in occupied and unoccupied residential properties, corporate and civic buildings. The work will may include; fitting of various types of doors (inc Fire door), first and second fixing carpentry, kitchen installations, DFG adaptations, ceramic wall tiling, minor plumbing and decorative works.

Supporting the contract with the site managing of quoted/project works, carrying out operative observations looking at both H&S and quality of works, conducting equipment checks to ensure we remain compliant. Working alongside the supervisors to assist with in-progress job checks and materials sourcing.

**KEY RESPONSIBILITIES – Carp/Multi**

* Diagnose and rectify faults within core and other trades related repair requests.
* To ensure that the quality of work meets the highest possible standards at all times.
* Communicate with the help desk to provide your estimated completion time, materials used on the job and completion details.
* Support all trades to deliver a professional and safe maintenance and repairs service.
* Respond swiftly to all high priority situations and resolve them efficiently.
* Ensuring the customer is kept fully up to date with all aspects of the work and that they understand any disruption to their day that may arise from your work.
* Undertake all work efficiently and cost effectively, minimising non-productive time wherever.
* possible and reporting any difficulties encountered to the Resource Controller and /or Supervisor.
* Apply applicable Health & Safety rules in all you do, using risk assessments, method statements and PPE when needed.
* Maintain tools, plant and equipment in a safe, clean and workable condition.
* Using your PDA maintain accurate records of works undertaken with photographic evidence as necessary, reporting any difficulties encountered to the Service Manager and /or Supervisor.
* Ask your Supervisor for assistance when required.
* Be willing to work out of hours to the requirements of the client and participate on the call out rota, if and when required.
* Maintain your company vehicle in a clean and tidy condition at all times and report any defects to the Foreman/ Supervisor in a timely manner.
* Be an inclusive part of the team.
* Embrace the Mountjoy ethos of “Integrity, built-in - doing the right thing even when no one is looking”.

**KEY RESPONSIBILITIES – Working Foreman**

* To forge strong working relationships with Client Representatives and develop new relationships across a breadth of roles within the client teams.
* Quote, when required and complete reactive tasks within the scope & price agreed with the client and agree variations to scope as required.
* Assist in compliance and Mountjoy audits.
* Assist in carrying out operative observations, quality and equipment checks as required.
* Reinforce the Health and Safety culture by ensuring that company practices and policies are being followed and adhered to by you and others on site.
* Escalate to the SHEQ Team / Contract Manager or Supervisor any serious events or occurrences that need to be addressed urgently and highlight any reoccurring issues that could affect service delivery and performance if not addressed.
* Report any accidents, incident and near misses, ensuring these are completed in line with company policy and in a professional and timely manner.
* Provide escalation as part of an out of hours service, attending site where requested.
* Any other task as appropriate assigned by the Contract Manager or Supervisor.

**SKILLS REQUIRED**

* Able to use the phone or PDA to communicate effectively, explaining yourself clearly and concisely understanding what information you need or your needed to provide;
* Fit & Fix Mortice Latch and Latch set, Door Hanging, Door Lining and Rebated frame work.
* All aspects of kitchen installation with mitred worktop joints (internal & external) where applicable.
* Able to use the phone to communicate effectively, explaining yourself clearly and concisely understanding what information you need or need to provide.
* Be comfortable and sensitive in dealing with a variety of commercial and residential clients.
* Be a team player ensuring lessons learnt, and good practices are shared amongst the team for future benefit of the service.
* Have a practical approach to health and safety, ensuring that you and others around you, are always safe, applying a practical approach.
* Be able to self-manage, be self-motivated and have an organised approach. Being able prioritising and program work in the most efficient manner.
* Be able to use knowledge and judgement to make the right decisions and find effective solutions to problems.
* Be able to understand Mountjoy’s processes, actively engage in our culture and live our values.
* Able to operate in a changing and evolving environment and enjoy the challenge.
* Have experience using MS Office and the ability to use an IT system for job management understanding how it functions and interacts with other systems.

**REQUIRED EXPERIENCE**

* Over 5 years trade experience, ideally with residential repairs and project works.
* Managing the delivery of maintenance and repairs and planned works
* Experience preferred in UPVC repairs and maintenance (doors and windows)
* Kitchen and/or bathroom installations – 1st & 2nd Fix.
* Fire-door installation and awareness of associated regulations.
* Being competent within your sphere of expertise.
* Have experience using MS Office (Desirable).
* Have experience using Outlook. (Desirable).

**QUALIFICATION REQUIRED**

* A trade specific qualification minimum NVQ Level 2 or equivalent in Carpentry.
* Must be competent in 2 other secondary skills.
* Full current driving license.
* A DBS check is required before commencement of role.