

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Glazier	Grade:	S01
Reports to (Designation):	Works Supervisor	Grade:	P04
Directorate:	Housing	Section:	Repairs

Main Purpose of the job:

To be responsible for completing a range of Repair & Maintenance work for Tenants and voids properties within the Borough of Lewisham.

To ensure that completed repairs are to a high standard, whilst ensuring high levels of customer care and satisfaction.

To ensure that associated works such as removing/refitting double glazed units, renewing window upvc window handles, hinges and locking mechanisms are carried out also to a high standard.

Summary of Responsibilities and Personal Duties:

- Be competent and qualified (City and Guilds and/or equivalent e.g. NVQ)
- Carry out a range of specified works both as an individual craft professional and as a member of a team.
- As directed by Supervisor/Management undertake Inspection activities.
- From time to time as when required by management assist in emergency call outs (for example as a result of bad weather, vandalism, fire etc.)
- Work in a range of properties throughout the Borough, including occupied tenancies and offices and unoccupied buildings.
- Liaise with diverse range of customer and clients adopting and adhering to Lewisham Council's Customer Services and Equal Opportunities Policies.
- Be responsible for an allocated Lewisham Council's vehicle for use while on duty. The role holder is therefore required to ensure that the vehicle is safely and correctly driven and all equipment, materials safely stored.
- Be always responsible for the content of the vehicle while in their possession. The role holder is therefore required to ensure the security of all materials and tools and that no items of equipment are kept in vehicles overnight.
- Complete specified works to a high standard of excellence in terms of completion of jobs and with customers/clients
- Ensure that all tools (both hand held and powered) provided by Lewisham Council are properly and appropriately operated, cleaned and stored.

- Ensure compliance to all health and safety rules and regulations and ensure that protective clothing and equipment are appropriately and properly used.
- Communicate with a high degree of accuracy (both written and verbally) to residents, management/officers and work colleagues.
- Communicate clearly and concisely with customers of diverse backgrounds and different abilities adhering to Lewisham Council's values
- Report all breakages, breakdowns, accidents and other issues promptly to the Supervisor/Line Manager
- Be able to write general reports to work orders.
- Be responsible for materials and stock on your Lewisham Homes vehicle
- Wear Lewisham Councils' uniform at all times and carry ID which should be presented at all times on arrival at appointments
- Attend appointments and training at specified times (usually 8am-5pm Monday-Friday) ensuring Management / Officers and residents are informed of any delays

Internal Contacts: Repairs, Scheduling, Quality & Investment Directorate

External Contacts: Residents

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: Minimum 0

Title:

Number of partially managed staff:

Title:

Grade

No of posts

PERSON SPECIFICATION

JOB TITLE: Glazier

POST NO:

DEPARTMENT: Housing Repairs

GRADE: S01

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

Repairs and Maintenance **(S)**

Health and Safety regulations **(S)**

Must be able to drive and have a good knowledge of the local area

Ability to effectively manage time, and a positive attitude

Excellent time keeping and attendance

Ability to work under pressure

Attention to detail

Qualified City and Guilds, NVQ level 3 **(S)**

Skills

Removal and renewal of all glass types **(S)**

Measuring for fittings and listings of necessary materials **(S)**

Installing new handles and fitting to UPVC and wooden casements **(S)**

Experience

Demonstrable experience of working in the building trade industry **(S)**

Experience of working within diverse communities **(s)**

Experience of working within teams

Professional Qualification and Education

City And Guilds and/or NVQ professional Craft level qualification **(S)**

Good level of literacy and numeracy

Good social skills.

Equality & Diversity

To create thriving communities and places people are proud to call home

Encourages staff to be open to Encourages staff to be open to an inclusive and diverse culture,

Appreciating an inclusive and diverse culture, appreciating the value of diversity and encouraging others to do so.

Acts as a role model in own attitudes and behaviour to give an example for in own attitudes and behaviour to give an example for others to aspire to.

Personal Qualities

Flexible to using new technology and work patterns
Able to adapt to differing systems and circumstances

DBS Disclosure Required? No Basic Enhanced

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post