

UPVC Repairs Technician– Urgent Repairs 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 more than 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, a competitive pension scheme 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 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: **UPVC Repairs Technician – Urgent Repairs**

DIRECT REPORTS: None.

REGULAR CONTACTS: Property Services, Reactive Works Co-ordinators and Team Leader, Customer Service Team, Contractors, Customers, Housing Officers

RESPONSIBLE TO: Assistant Operations Manager (Reactive Urgent)/ Senior Technician – UPVC/Carpentry

JOB PURPOSE:

To complete day to day maintenance work being skilled in UPVC, carpentry and glazing, unsupervised and in accordance with all Paradigm's policies and procedures.

KEY ACCOUNTABILITIES:

- Carry out all maintenance works within your designated trades unsupervised, to a high standard and aligned to approved codes of practice and regulations ensuring a first time fix wherever possible and within the target response times.
- 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 customers 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.
- To attend training and Team Meetings as required.

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:

- Positive customer feedback and high satisfaction rates
- Responsive, caring and efficient service in accordance with agreed performance and customer care standards.
- 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 (E)
- 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. (E)
- The ability to take accurate measurements measure for glazing, windows and doors, follow drawings and plans(E)
- Perform Scheduled/Reactive Maintenance Service on window glazing systems, doors systems and fixtures including UPVC, Aluminium, Composite, and Wood (E)
- Skilled in installing doors, windows and other fixtures (E)
- Making various adjustments to fittings (E)
- Interior and exterior trim repairs to cabinets, doors, frameworks, floors, or other wooden fixtures used in homes, (E)
- Remove damaged or defective parts or sections of structures and repair or replace, using hand tools (E)
- Good numeracy skills for calculating quantities(E)
- Ability to work flexibly on own initiative and as part of a team (E)

-
- Ability to work under pressure and to tight deadlines (E)
 - Full clean driving licence (E)
 - Able to demonstrate an understanding of, and commitment to excellent standards in customer service. (E)
 - Good communication skills with internal and external customers. (E)
 - Have basic knowledge of Health & Safety legislation and awareness and to comply with all procedures and working methods provided. (E)
 - An understanding and commitment to timekeeping and attendance (E)
 - To be part of the 'On Call' team to cover the out of hours work when required (E)