

Job Profile

Job Title	Joiner		
Job Reference No.	HOMEJD837	Date of issue:	10/04/2026

The job in a **nutshell...**

You'll be responsible for carrying out high quality, right first-time maintenance and installation works across responsive and void workstreams.
All aspects of joinery will be undertaken and a multi-skilled approach to completing the whole job, aligned to recognised standards for compliance and quality.
You will deliver high levels of performance, productivity, cost-effective services aligned to the Home Group vision and values and delivered in a customer focussed way.

What **success** will look like...

You will work individually and as part of a team undertake a vast range joinery works including repairs, maintenance and refurbishments to the highest possible standard.

You will have a multi-skilled, whole job repair approach which delivers high level of individual and team performance, and you will deliver recognised industry standards for compliance, quality and productivity.

Jobs will be undertaken with a "right first time" culture, delivering on our customer promise.

Electronic mobile technology is accurately and effectively used to record details of each individual job in real time.

You will act as a role model demonstrating the Home Group values in all interactions and behaviours.

You will take responsibility for your own productivity and performance ensuring you contribute positively towards the key performance indicators for the business.

You will be fully conversant with all relevant Health and Safety legislation including CDM regulations, adhering to all group risk management processes and procedures with commitment to ensuring personal responsibilities to yourself and others are being discharged.

You will be accountable for all Home Group issued equipment e.g. Vehicle, Materials, Plant and electronic equipment, including managing your own van stock and replenishments effectively.

You will be willing to contribute to service improvements and initiative and undertake any organisational and vocational training as and when required.

You will always be passionate about delivering an exceptional customer service and will work and collaborate with other team members to ensure a positive team approach.

You will be willing to participate in call-out activities as part of a rota, if required.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We have an eye for detail • Applying legislation, working within policies and procedures • Using and recording information accurately and timely • Working in a safe, effective, caring and well-led way	Joinery qualification • NVQ level 3 in Joinery or Carpentry, or equivalent experience • Proven ability to complete all core joinery tasks independently • Experience working within occupied homes and void properties.
We get where our customers are in their lives • Walk in our customers shoes • Understand how your role makes a difference to our customers • Recognise each customer is different and adopt a flexible, personal approach	Multiskilled repairs experience • Experience of repairs and maintenance work rather than new build only • Ability to complete associated tasks such as glazing and UPVC adjustments • Confidence taking ownership of the full repair, not just one trade element
We are self-starters • Be well organised • Be proactive • Strive to get it right the first time	Health and safety knowledge • Health and safety knowledge • Working knowledge of relevant health and safety legislation and procedures • Experience of working at height and applying safe systems of work • Understanding of personal responsibility for safety of self and others

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

CSCS Card holder

Experience of using an electronic mobile device to record job information in real time.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No		
Manages People	No		
Travel	Frequent	Driving Essential	Yes
DBS	Basic		

