

JOB DESCRIPTION

Job Title: Maintenance Carpenter	Post No: 60481	Hoople Band: C
Service: BMC	Section: BM	Location: Hereford Mobile
Organisational information: Responsible to: Operations Manager Dimensions: Key relationships/Functional links with: <i>Internal: Team Supervisor, Service Delivery Manager, Work Planners, other operatives</i> <i>External: Client Teams, Sub Contractors, Suppliers</i>		
Main Purpose of Job: The purpose of this role is to provide high quality, multi-skilled building maintenance across a diverse estate, with a primary focus on carpentry and supporting trades. The postholder will independently diagnose, repair, and maintain building fabric, fixtures, and associated systems to ensure sites remain safe, functional, and compliant. Working across offices, public buildings, heritage sites, and residential settings, the role delivers both reactive and planned works, contributing to a reliable, customer focused maintenance service that supports the smooth operation of all council facilities.		
Main Responsibilities / Accountabilities: The position holder is expected to carry out the following responsibilities effectively to support the key objectives of the organization. Primary Duties <ul style="list-style-type: none"> • Deliver reactive, planned and preventative maintenance across building fabric, structural elements and civils components • Carry out carpentry and joinery repairs including doors, windows, fire doors, kitchens, flooring and fixed furniture • Undertake minor plumbing and mechanical tasks such as washroom refurbishments, gutter repairs and basic fault finding • Complete commercial gutter cleaning using MEWPs or other access equipment, including occasional out-of-hours work where required • Provide general building maintenance including painting, redecoration, tiling, pothole filling and storage installation • Perform locksmith duties including ironmongery renewals, lock repairs, key management 		

and basic security hardware

- Act as first-response for building faults, diagnosing issues and producing clear, accurate remedial reports
- Operate tools, equipment and access systems safely in line with health and safety procedures and training
- Maintain tools, equipment and the company vehicle to ensure they remain safe, compliant and in good working order
- Complete all paperwork, service records and job documentation accurately and within agreed SLAs
- Participate in the on-call rota when required to support service continuity

Additional Responsibilities (as required)

- Support wider maintenance and FM teams during peak workloads, emergencies or staff absences
- Assist with small project works such as refurbishments, minor installations or enabling works
- Provide access supervision for contractors ensuring safe working and compliance with site procedures
- Carry out basic condition checks and report emerging defects or risks across the estate
- Contribute to service improvement activities including feedback on processes, materials and working methods
- Undertake mandatory training and maintain up-to-date knowledge of relevant regulations and safe systems of work
- Support emergency response during adverse weather, urgent repairs or business-critical incidents

The role may also require the position holder to undertake a variety of multi-skilled repair tasks beyond core carpentry work, such as minor plumbing and finishing tasks, to ensure a comprehensive maintenance service.

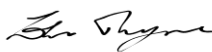
Additional Expectations

The successful candidate will be expected to:

- Demonstrate a professional, customer focused approach when working in occupied buildings and public-facing environments
- Work independently and manage their own workload, ensuring tasks are completed safely, efficiently and to a high standard
- Use initiative to identify risks, defects or emerging issues and report them promptly through the correct channels
- Maintain high standards of housekeeping, ensuring work areas are left clean, safe and secure
- Follow all health, safety and safeguarding procedures, including the correct use of PPE, access equipment and safe systems of work
- Represent the service positively, acting as an ambassador for quality, reliability and good communication
- Adapt to changing priorities, supporting urgent or business-critical repairs when required
- Engage in ongoing training and development, keeping skills and certifications up to date

All tasks must be carried out in alignment with the company's policies and Code of Conduct.

Job Activities: Perform reactive maintenance tasks as needed to meet completion deadlines. Assess works, diagnose faults, and determine the most effective solutions.	Frequency All daily/ as required
Other information: Participate in an out-of-hours on-call service as required. <ul style="list-style-type: none"> Demonstrate flexibility to accommodate both company and client needs. 	

Manager Signature:		Date:	March 2023
Manager Name:	John Thyne	Job title:	Service Delivery Manager

Date Job Description last reviewed: December 2025