Role Profile

Role Details			
Role Title	**Joiner**	**Section**	**Repairs and Maintenance**
Division	**Repairs and Maintenance**	**Report To**	**Contracts Manager**
Grade/Salary	**£40654**	**Date Completed**	**November 2026**

Company Overview

City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.

City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.

Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.

Our Values

Excellence: to deliver quality in everything we do.

Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.

Trust: to be trusted by our employees, clients and partners.

Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.

Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.

Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs.

Our Vision

Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value. We will play a key role in supporting our members to address our common priorities through our unwavering focus on resident/customer resident satisfaction, resident /customer value and resident/customer trust. In doing so we will be recognised by our residents, customers and partners as playing a significant role in making Glasgow a great place to live.

Role Summary

The Joiner is a valued members of our Operations Division, working within our modernised Responsive and Emergency Repairs Service. This varied and rewarding role involves attending both scheduled and emergency repair appointments, carrying out a wide range of joinery repairs and maintenance works, and taking jobs through to successful completion.

You will utilise handheld technology to manage and record work activities, maintain vehicle stock levels to support a first-time-fix approach, and deliver an excellent standard of customer service to a diverse range of clients. The role requires a proactive and flexible individual who is committed to delivering high-quality workmanship and achieving positive outcomes for customers.

You will be an experienced Joiners possessing a full UK driving licence and have a proven track record of working within customer-focused repairs and maintenance services. You will be capable of working independently, managing your workload effectively, and adapting to changing operational demands while maintaining exceptional service standards.

You will be expected to adopt a "get it right first" approach, ensuring all work is completed safely, efficiently and to the highest standards of quality. All works must be carried out in accordance with current building standards, health and safety legislation, and City Building policies and procedures.

You will be responsible for ensuring that all materials, plant and equipment required to complete repairs are available when needed. This includes maintaining accurate stock levels within your vehicle, replenishing materials as required, and ensuring inventory records remain up to date.

A strong commitment to health and safety and customer care is essential. You will be expected to respect customers' homes and workplaces, maintain clean and safe working areas, and consistently deliver a professional, courteous and high-quality service.

At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Role Outputs

Role Output:	**Includes the Requirement to:**
Repairs and Maintenance	– Perform general joinery, including fixing issues with existing building fabric. – Install new building fabric as required. – Conduct routine inspections and maintenance of building fabric. – Respond to emergency joinery issues promptly and efficiently. – Ensure all work is carried out in compliance with relevant health and safety regulations.
Customer Service and Communication	– Communicating effectively with customer to explain the issue, provide updates, and ensure satisfaction. – Maintain accurate records of the work carried out, parts used, and repair history.
Equipment and Material Management	– Ensure that your van stock is full of all necessary material, tools, and equipment for carrying out emergency repairs. – Efficiently managing all resources to avoid delays, including replenishing materials using the correct procedures where necessary and ensuring tools are kept in good condition.
Health and Safety	– To carry out work in accordance with the Health and Safety at Work Act 1974 – To ensure that all Health and Safety requirements are adhered. – Ensuring all emergency work is carried out in compliance with safety standards and regulations. – Conduct risk assessments on-site, identifying hazards, and ensuring a safe working environment. – Report all Incidents and Accidents at the earliest opportunity. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.

Ongoing Training and Professional Development	– Complete all necessary training. – Be open to mentorship by more experienced operatives and supervisors during the first 12 months to ensure competency and safety in your work.
Compliance with professional, regulatory, statutory, and corporate requirements.	– Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity. – Comply with building standards.
General	– Attend all Training, Meetings, and Toolbox Talks assigned to your role. – Complete all compulsory GOLD and Safety Media training for your role. – Establish, develop, and maintain effective working relationships with all work colleagues. – Undertake any other duties as may reasonably be required in line with the level of responsibility of the role and in order to meet the changing needs of City Building.
Key Behaviours and Competencies	
Our Joiner will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	**Includes the Requirement to:**
Technical Competence	– Time served apprenticeship in joinery – Background in repairs and maintenance categories, i.e., doors, windows, hard surface repairs
Communication and Client Interaction	– Operatives need to communicate risks, safety procedures, and job updates to clients and team members. This includes reassuring clients about the safety of the work being undertaken and responding to their questions in a professional manner. – Effective communication with clients, ensuring they are kept informed and confident that all safety measures are being followed, especially when dealing with sensitive information. – Positive relationships with clients, a clear understanding of asbestos risks, and customer satisfaction with the work being carried out.
Teamwork and Collaboration	– Operatives must work cooperatively with colleagues, including supervisors and other operatives, to complete tasks efficiently. – They should also be capable of working independently when necessary, ensuring that all safety protocols and procedures are followed. – Smooth workflow, clear communication between team members, and efficient task completion.
Health, Safety and Environmental	– Operatives should exhibit a proactive approach to health and safety, taking responsibility for personal safety and that of others. This includes adhering to all safety protocols, wearing appropriate PPE/RPE, and ensuring the work area remains safe at all times. – Reporting all safety incidents, accidents, and near misses. Ensure that all asbestos waste is disposed of properly and in accordance with environmental regulations. – A work environment that prioritises safety and minimises exposure to asbestos and other environmental hazards.

Trust and Confidentiality	– You must ensure that any sensitive information is handled confidentially and responsibly. – Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect.
Ethical and Professional Integrity	– Able to demonstrate honesty and transparency in all professional dealings, particularly regarding standards of works and reporting any safety related concerns – Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.

Person Specification

This post involves attending both emergency and diary appointments and taking repairs to completion, utilising handheld technology, controlling material stock in vehicle to allow first time fix and demonstrating excellent customer service to a variety of clients.

You will be an experienced Joiner possessing a full UK driver licence. You should have significant experience of working in the customer focussed repairs service delivery sections with a flexible approach to ensure a high-quality service.

You will be customer focused and proactive providing Customer Service Excellence and support the service delivery. You will project a professional and quality image of the service provided and always conduct yourself in a professional and courteous manner when representing City Building.

You must be capable of working on your own initiative and also as an integral part of a small team. You will be required to liaise closely with your Line P.O.D team in respect of any problems regarding access or delays.

Requirements

Qualifications/Licence/Certification/Experience level…

- Essential Time served apprenticeship in joinery
- Full UK driving licence required
- Repairs and Maintenance experience

Interdependencies

- Contracts Manager within the Operations Division
- Other City Building Trades
- City Building Clients and Customers
- All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly in working within the Operations Division.

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.