

Our Values

Our people and our customers are at the heart of everything we do here at Flagship Group. We have a set of values that we all work towards to ensure that we achieve our purpose of providing homes for people in need. These values are:

Great People Doing Great

You make this place great. Which is why we trust you to do the right thing. We give you the freedom to be creative, solve problems, to have fun and work smarter.

The responsibility lies with you, although we are all here to help if you need it. Don't be afraid to try new things; some of our best learning comes from our greatest mistakes.

We are all adults so let's show mutual trust and respect by listening to each other and keeping messages clear and simple.

We put people first and keep people at the heart of everything we do and value their differences.

Spending Money Wisely

We treat our money like it's our customers' money - they pay our wages after all. Remember that our time and resources cost money too.

Relentlessly Improving Performance

You make this place better by reducing complexity and unnecessary work, always looking for a better way of doing things. We do this by using our Flagship Way methodology of understanding what is happening when we do our work and making improvements where we can, in a clear and consistent way. We will give you the tools and support to understand and improve things.

We are all part of the same company, with the same purpose, so let's work together as one team to make things happen and achieve results.

Delivering Outstanding Customer Service

Delivering an outstanding customer service is an aim for us all. Whoever your customer is listen to them, respect them and treat them well.

We need to support our frontline, so they can do the best job possible for our customers. Make your service "stand out" in everything you do; remember, it will all impact on our customers' homes and lives.

We enjoy and take pride in our work and we say what we mean and mean what we say. We love what we do and why we do it.

Job Description

Title:	Bathroom Fitter
Reports to:	Capital Works Manager
Based at:	Flagship Services Geographic (Across East Anglia)
Hours of work:	42.5her per week

Key objectives of role:

To carry out and assist with all trade related tasks as a Bathroom Fitter working as (but not restricted to) part of a customer focused planned works team. Flagship Services is a forward thinking organisation, ensuring that flagship properties are repaired, adapted and refurbished to a high standard.

Main responsibilities:

1. To be responsible for the effective and efficient repairs of all Bathroom Fitting duties, including all associated works within both occupied and void properties using the required tools.
2. To assess and carry out accurate planned repairs efficiently and effectively maintaining our company 'Right First Time' approach towards our customers.
3. To ensure that the work is undertaken in a timely manner, whilst maintaining a high standard of workmanship.
4. To manage customer enquiries, responding in a professional manner coordinating with our Operations Centre.
5. From time to time, if requested, to act as a mentor to trainees/apprentices to encourage and support their development.
6. Providing out of hours support on a rota based system. Additional remuneration will be incorporated for this.
7. To undertake any other duties as required by the Group from time to time, if these duties are of a greater level of responsibility or skill than those required in the post, then full training and appropriate supervision will be provided.

8. Work on own initiative to ensure that all repairs are carried out efficiently to ensure the right level of customer satisfaction is achieved.
9. Take personal responsibility for the understanding and application of applying the use of 'PLAN' when diagnosing a repair.
10. Take responsibility for all transport, equipment or mobile phone devices issued by Flagship Services and ensure that they are kept in excellent condition and secure at all times.
11. Take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace.
12. Take personal responsibility for seeking value for money opportunities to get service right first time.
13. Understand and use measures to enable continuous improvement.
14. Take personal responsibility for the understanding and application of the Flagship Way by the team and individuals and striving for continuous improvement.
15. Ensure that It Security and Data Protection Legislation is adhered to at all times.
16. Actively support Flagship Group's E,D & I policy to ensure that all customers/residents and colleagues within the Group are treated fairly, with dignity and respect

Duties

- The installation of full bathroom upgrades
- Basic carpentry
- Ceramic tiling
- Basic painting and decorating

Person-Profile:

Selection Criteria: A = Application Form I = Interview T = Test/Personality Profile D = Desktop or other practical exercises	Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
Experience <ul style="list-style-type: none"> • A good knowledge of the general building and construction industry • Good understanding and knowledge of basic Health and Safety • Experience in ordering and collecting materials and/or plant hire • Experience of property maintenance • Experience of working within the Social Housing sector 	E E E D D	
Qualifications: <ul style="list-style-type: none"> • Minimum of either full trade Apprenticeship or NVQ Level 2 within a relevant trade OR a proven track record to reflect appropriate trade experience with Bathroom modification • Full UK Driving License 	E E	

<p>Skills:</p> <ul style="list-style-type: none"> • Ability to make decisions and confident at problem solving • Excellent personal presentation and time keeping skills • Ability to display excellent Customer Service skills both internally and externally, generating a positive working environment • Ability to work diligently, as part of a team • Ability to work with plans /detailed drawings • Ability to demonstrate technical skills in both core trade and associated trades • Numeracy skills • Knowledge of Tablets 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
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