Homes in Somerset

Phone: 0800 585 360
Email: jobs@homesinsomerset.org



Multi-Skilled Carpenter

Recruitment Pack


















WESTOVER GREEN

Welcome to Homes in Somerset

Dear Applicant,

Thank you for your interest in working with us at Homes in Somerset. This is a great opportunity for an outstanding professional to join us at an exciting time.

The Multi-Skilled Carpenter delivers high-quality carpentry, repairs and maintenance across occupied homes, empty properties and communal areas. The role provides excellent customer service while completing work safely, efficiently and to the required housing and regulatory standards.

The successful candidate will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role, please contact us by emailing Jobs@homesinsomerset.org.

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People and Communications



About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do.

We're soon to become the largest housing provider in Somerset. We are proud to build stronger communities through providing great homes. We are driven to be the best managing agent in England, and we plan to do this by upholding our values and working towards three core strategic themes.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award and a gold RoSPA Award for health and safety performance, and we've got big plans for the future.

Our current strategy



Role Profile

Job Title:	Multi-Skilled Carpenter
Contract Type:	Permanent
Salary:	£32,046 - £33,673 per annum
Annual Leave:	25 days per annum

Role Purpose

To provide a high quality and customer focused repairs and maintenance service to communal areas, tenanted properties, and empty homes. Continuously improve the social housing stock by repairing, maintaining and renewing the housing stock in line with required standards.

You will have a main trade of carpentry, you could be working on your own if carrying out responsive repairs to occupied homes, or with others if working in empty properties or communal areas.

The Role:

- You will be required to work to a high standard and delivery excellent customer service, you will need to plan and manage your workload to ensure that jobs are attended and completed within timescales and are completed right first time, reducing the need for any further follow up visits.
- Identification of the work required to resolve the problem, deciding the parts and general materials needed ensuring correct parts are used. For example, so as not to compromise the fire rating, integrity, and security of doors. Measure and order appropriate stock for each job.
- Attend jobs as scheduled and within timescales. Identify materials required for the repair and ensure these are collected / ordered in advance of attending jobs.
- First Fix Carpentry, which includes: floor joists, timber framed stud walls, ceilings, timber flooring
- Second Fix Carpentry, door frames, doors, fitting of ironmongery, skirting, stairs/newel post replacement/handrail and spindles.
- Kitchen fitting (first and second fix). To include first fix plumbing, including renewing pipework. Second fix plumbing to include fitting taps and waste.
- Ability to undertake repairs as required such as masonry / plastering / patch repairs to wall finishes, tiling and painting (desirable).

- Ensure repairs are carried out to the letting standard and signpost tenants to their tenancy agreement or Somerset Council website for landlord / tenant repair responsibilities.
- Carry out tasks and projects with minimal support / guidance, whilst taking accountability for quality and quantity of work.
- Ability to undertake minor associated repairs, as required, whilst carrying out carpentry repairs. Such as plumbing/masonry/filling and patch repairs to wall finishes and tiling.
- Basic blockwork knowledge and maintenance of composite and PVC windows and doors. Glazing timber doors, coving and dot and dabbing.
- Basic knowledge of structural carcass (roofing), facias, soffits, and guttering.
- Follow current rules and regulations related to carpentry and construction works; includes but not limited to Construction Design & Management Regulations 2015, Health & Safety at Work Act 1974, Management of Health & Safety at Work Regulations 1999, Fire Safety Order 2005, Control of Asbestos Regulations 2012, Working at Height Regulations, Building Regulations, British Standards, Building Safety Act 2022, British Standards and HSE guidance.
- Understand and be able to follow building plans. Demonstrate knowledge of building regulations, safety standards, and guidelines.
- You will be required to make decisions on the best way to carry out repairs to meet the letting standard and in line with regulations and health and safety regulations.
- The ability to plan, prepare and make decisions in line with policy and procedure as key.
- Ensuring works progress as planned and there are no delays to works. This will include working around unforeseen problems and managing, unplanned additional work with required timescales.
- Co-ordinating with supervisors, contractors, and other trades to enable completion of works to properties within repair timescales and to the required standard.
- Understanding and working to the organisational KPI's. Namely, repairs completed within timescales, repairs completed right first time, customer satisfaction and completing a personal target workload each week.
- Collect local and customer intelligence to support service improvements that may present a risk to people or property. This would include raising safeguarding concerns and reporting other repairs and concerns such as damp and mould and hoarding issues.
- Input and make suggestions on continuous improvement of processes and procedures for the customer and council.

- You will be required to work closely with the repairs, scheduling, and compliance teams to ensure removal of asbestos to avoid any delays to works being carried out, that works are planned in sequence e.g. ordering of scaffolds and materials.
- Understand when to consult with others from the wider team and contractors. Identifies, refines, and champions new ways of working with peers.
- Be an ambassador for Homes in Somerset, always presenting a positive image.
- Deal with enquiries from members of the public in a courteous manner promoting a positive image that enhances the reputation of the Council.
- Provide a first-class service to existing tenants and carry out work to a high standard.
- Provide advice and information, assisting with customer enquiries.
- Manage low level complaints and resolve where in your remit to do so, this may include contacting colleagues on behalf of tenants to raise inspections or additional repairs to be carried out.
- Have the ability and skills to diffusing potential aggressive situations ensuring accurate and prompt reporting of any incidents and accidents.
- Provide information to customers and colleagues in easy-to-understand terms that non-technical people will understand.
- Ability to diffuse potential aggressive situations, accurate and prompt reporting of any incidents, ensuring work colleagues are safe.
- Engagement with residents, and a variety of skilled trade operatives is essential.
- Work with other team members to organise and manage workloads effectively, ensuring that all performance and customer standards are met.
- Project work may involve the identification of new products and innovative solutions and implementing any new materials / solutions along with the team.
- Manage complex cases relating to the trade area such as liaising with the tenancy management teams and compliance teams to ensure works are carried out whilst there is support for vulnerable tenants.
- To operate powered hand tools (where appropriately qualified and trained).
- Carry out basic care and maintenance of vehicles and equipment, including checking fluid levels, tyre pressures and wear, bulbs etc. and to maintain vehicles and equipment in a clean and tidy manner. Report any faults on your van checklist and to the Fleet Manager.
- Health and Safety requirements are a priority particularly with existing tenants and with rebuilding/restructuring of empty homes.

- Works must be completed to the latest Health and Safety regulations and guidance notes. Review relevant risk assessments and the asbestos register prior to carrying out works and complete dynamic risk assessments for tasks as required.
- Take reasonable care of own health and safety, following training you have received when using any tools the employer has given you.
- Co-operate with employer on health and safety, and do not interfere with, or misuse, anything provided for your health, safety, or welfare.
- Inform employer, supervisor or health and safety representative if you think the work or inadequate precautions are putting the organisation at serious risk.
- Working with the Health and Safety team utilising the Assure safety app covering toolbox talks, risk assessments and notifiable reporting.
- To accurately complete records which will be mainly electronic with some paperwork. To include use of mobile phone to view jobs, record attendance, completion of work, ordering of materials and e-mail use.
- Potential of overseeing agency staff or apprentices to support those new in the role/ to the organisation. For the purpose of checking that working procedures are followed, health and safety regulations are adhered to and to check the quality of work

Knowledge, Skills and Experience

Qualifications - Essential

- Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics)
- Good communication skills both written and oral.
- BTEC or equivalent NVQ Level 2 in Carpentry
- Commitment to continued professional development.

Desirable

- Health & Safety Qualification

Knowledge

- Competent in the use of Microsoft Office.
- Principles of good customer service.
- Understands the principles of data protection.
- Knowledge and understanding of Health & Safety Legislation and requirements.
- Knowledge of all types of responsive maintenance.
- Experience and knowledge of condensation, damp and mould, and the associated preventative works.
- Understanding of other trade roles.
- Local Government knowledge.
- Understanding of the Housing sector.

Experience

- Relevant experience in the building maintenance or building industry.
- Multi Trade experience.
- Experience working in social housing.
- Experience working in occupied premises.
- Experience of working with customers who may be vulnerable or have support needs.

Skills

- It is essential for the postholder to have good communication skills.
- Physically able to move heavy items may be a
- requirement of the role, especially when working alone.
- Excellent team working skills and customer service abilities
- Ability to use and update computerised devices (including Handheld smartphone or Tablet PC).

Working conditions

- Working inside tenants' homes or void properties. Conditions can be poor, depending on the reason for visit and may encounter working in confined spaces or at height.
- A significant part of the role involves working away from the office in all weathers when safe to do so. The types of building will vary from flats, houses, sheltered housing schemes, offices, depots and municipal buildings.
- Both lone and team working required.
- Exposure to unpleasant or hazardous environmental working conditions frequently encountered.
- Working arrangements

What we offer



We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.

- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 17.4% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- Access to discounts for sport, leisure, and entertainment activities.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Friday, 6 November 2026
Closing date	Sunday, 22 November 2026
Shortlisting	W/C Monday, 23 November 2026
Formal interviews	W/C Monday 30 November 2026

How to Apply

To apply, please visit the vacancies section on our website. Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

All appointments are subject to two satisfactory references, a DBS check and proof of your Right to Work in the UK. If required for the role, access to a vehicle is essential.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Sunday, 22 November 2026, at midnight**

