

<b>Job title:</b>	<b>Floor Layer</b>
<b>Directorate:</b>	<b>Commercial Services</b>
<b>Date written:</b>	<b>05 May 2015</b>
<b>Grade:</b>	<b>Not Applicable</b>
<b>Job code:</b>	<b>6008</b>

### Purpose of job

The Floor Layer is a member of Commercial Services Trades team, reporting to the Service Manager. This role is responsible for the delivery of various types of floor covering repairs and renewals for responsive, void and planned maintenance across Abri properties in Hampshire, Dorset, Buckinghamshire, Berkshire, West Sussex, Surrey and Wiltshire.

The Floor Layer will provide a variety of quality flooring works to meet the high standards Abri customers expect.

### Key duties and responsibilities

- Accurately measure, prepare floors using latex or plywood and fit vinyl sheet flooring, safety flooring or vinyl tiles in Abri properties.
- Accurately measure, prepare floors and fit underlay, gripper rods and carpet in Abri properties.
- Carry out minor repairs to all types of floor coverings including carpet, laminate and vinyl and to stair nosings and treads to eliminate trip hazards and ensure the safety of Abri customers and their visitors.
- Prepare and fit vinyl to wet rooms including cap and cove.
- Give customers a limited choice on floor finishes, order materials, arrange delivery and book appointments to attend to the repairs or renewals.
- Provide a high-quality service to Abri customers and maintain a good customer relationship acting as ambassadors for Abri.
- Deliver works on time within given priorities and attempt to carry out repairs first time.
- Carry out repairs or renew flooring ensuring at all times all works comply with relevant Health and Safety legislation, policies and procedures. To include appropriate use of equipment and PPE.
- Ability to use and apply a 'Schedule of Rates' for job costing repairs and ensuring repair orders are varied to correct value.
- Ability to produce quotes for floor finishes including materials and labour.

- Ability to complete and maintain paperwork and records accurately in accordance with Abri policies and procedures.
- Using a Personal Digital Assistant (PDA) and other Information Technology hardware to accurately record progress and completion of jobs in accordance with Abri systems, policies and procedures.
- Procure job related materials in accordance with value for money, maintain a comprehensive stock of materials within the works vehicle, completing works in the most cost-effective manner.
- Maintain the works vehicle in good condition, keep it clean and carry out regular vehicle safety check reporting any defects to the Fleet Manager.
- Assist all other trades as and when required ensuring that residents receive the best possible quality service.
- Operate multi-task working where required and skilled/trained to do so and undergo any training needed to widen skill levels if required.
- Carry out other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

#### **Knowledge, skills and experience required**

- Demonstrable experience of fitting a variety of floor coverings in both domestic and commercial environments.
- Ability to identify different grades of carpet and vinyl and their suitability in both domestic and commercial environments.
- Knowledge of wet room flooring systems such as AKW products.
- Experience of working as part of a trade team delivering to tight timescales.
- Ability to record accurately work undertaken, record hours, materials and costs. This may be via paper or electronic submission.
- Driving licence and/or ability to travel in a timely and efficient manner to attend properties, frequently located in areas not covered by public transport.
- Ability to undertake physically demanding work.
- Asbestos awareness.
- Awareness of Control of Substance hazardous to Health (COSHH) in particular handling latex, solvents and adhesives.
- Demonstrate our Values and Behaviours.