



Job title: Kitchen & Bathroom Fitter

Responsible to: Planned Maintenance Supervisor

Purpose: This is a predominantly lone working position within our planned kitchen and bathrooms team, providing a first-class refurbishment service working in tenanted properties. You will be asked to carry out a full range of multi-trade works including carpentry, plumbing, wall preparation and tiling from rip out, through to installation and including all decoration.

Location: Contractual base Basingstoke or Portsmouth. Working on housing stock across all VIVID's areas.

| Key Areas | Description | Performance standards are satisfactory when:- |
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| Quality & Customer Satisfaction | <ul style="list-style-type: none">• Deliver quality workmanship across all multi trades without supervision.• To work alone to carry out full refurbishments to kitchens and bathrooms. To include but not limited to: Rip out, first and second fix plumbing, bonding and wall preparation, floor reboarding, fitting of kitchen units and work tops, or full bathroom suites and showers, tiling and full decoration. | <ul style="list-style-type: none">• To meet all department quality and productivity targets and corporate KPIs.• To be on site for contractual hours every day to ensure all refurbishments are completed on time.• To maximise Customer Satisfaction and give no reason for Customer Complaints.• To keep customer informed of daily progress. |



JOB SPECIFICATION

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| <p>Job Administration</p> | <ul style="list-style-type: none"> • Correct use of Phone and soft wear provided. • Photograph all work. | <ul style="list-style-type: none"> • 100% attendance within contracted working hours • 100% signing in and out of site • 100% access of designs and asbestos reports • 100% providing of before, during and after photos |
| <p>Working as a team</p> | <ul style="list-style-type: none"> • To work as an individual or as part of a team of highly skilled and professional tradespersons maintaining high standards of service provision at all times. • Build good relationships with other teams and external bodies to promote good service delivery to enhance the reputation of VIVID | <ul style="list-style-type: none"> • Demonstrate working as one team including helping other K&B operatives as required to ensure all jobs finished on time and to the required standard. • Demonstrate working as one team including helping other K&B operatives as required to ensure H&S is maintained at all times. • Demonstrate good working relations with all other Vivid staff. |
| <p>Materials Management</p> | <ul style="list-style-type: none"> • Minimise wastage • Maintain accurate van stock control levels • Purchase only required stock • Actively promote cheaper and better alternatives when available. | <ul style="list-style-type: none"> • Satisfactory records following spot check, 1-2-1 audits and invoice checking • Demonstrating pro-active use of cheaper and better materials |



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| <p>Vehicles and Plant</p> | <ul style="list-style-type: none"> • To use company vehicle in line with company procedure • To use and store tools and plant safely and effectively • To report any incidents in line with VIVID policy and procedure. • Keep your vehicle in a good condition • Maintain good driving standards at all times | <ul style="list-style-type: none"> • No incidents/accidents or complaints regarding the use of a company van • No accidents, losses or damage • 100% compliance with manufacturers instructions and health and safety requirements • Vehicle in good condition • Driving standards met |
| <p>Equality & Diversity</p> | <ul style="list-style-type: none"> • Ensure adherence to duties in relation to Equality and Diversity • Be professional, polite and inclusive to all people at all times | <ul style="list-style-type: none"> • Demonstration of behaviours which best support equality and diversity within the work place • You treat everyone with politeness and respect |
| <p>Health and safety</p> | <ul style="list-style-type: none"> • Ensure the highest standards of health and safety are maintained in all areas • Take care of your own safety and that of others who may be affected by what you do (or do not do) • Ensure the correct PPE and RPE is in use at all times | <ul style="list-style-type: none"> • There is a great Health and Safety culture across the department demonstrated at all spot checks, WIPs and H&S visits. • You personally adopt behaviours which adhere to all Health and Safety policies and practises and actively promote these |



JOB SPECIFICATION

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| | <ul style="list-style-type: none">• To report any incidents in a timely manner and inline with reporting procedures• Report all near misses in line with H & S policy. | <ul style="list-style-type: none">• In place and in use following WIP and H&S inspection• 100% Dynamic Risk Assessments |
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| <p>Qualifications</p> | <p>A minimum of City and Guilds NVQ Level 2 (or equivalent as time served in the relevant trade)</p> <p>Evidence of practical experience in all trades required to refurbish all aspects of a kitchen or bathroom excluding Electrics and Gas.</p> <p>IT Skills to get jobs through PDA (smart phone), E-learning and emails</p> | <p>E</p> <p>E</p> <p>E</p> |
| <p>Knowledge & Experience</p> | <p>Good all round practical skills, including fault finding/ problem solving and decision making.</p> <p>Ability to work alone and as part of a team with minimum of supervision.</p> <p>Knowledge & experience of Health and Safety regulations.</p> <p>Proven experience as a Kitchen and Bathroom fitter.</p> <p>Knowledge & experience of residential construction and maintenance trades.</p> <p>Experience of working to organisational practices, policies and procedures.</p> <p>Experience of working in a construction/ housing or maintenance environment.</p> <p>Working from specifications meeting quality control, cost control, and safety.</p> <p>Experience of working in a customer facing environment.</p> <p>Experience of using a PDA.</p> <p>Knowledge of Equality and Diversity.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p> |
| <p>Skills</p> | <p>Excellent communication skills, the ability to communicate clearly, orally and in writing.</p> <p>Competency in all trades required to refurbish all aspects of a kitchen or bathroom excluding Electrics and Gas.</p> <p>Ability to complete a workload per day to ensure refurbishment completed in scheduled time frame.</p> | <p>E</p> <p>E</p> <p>E</p> |
| <p>Personal Qualities</p> | <p>Capability to correctly understand drawings or plans.</p> <p>Ability to work under pressure and to deadlines.</p> <p>Self motivated</p> | <p>E</p> <p>E</p> <p>E</p> |

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| | <p>Ability to work and deliver under pressure</p> <p>Ability to talk to people of differing technical expertise</p> <p>Positive “can do” attitude</p> <p>Live our values</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> |
| <p>Other</p> | <p>Current, Clean Driving Licence</p> <p>This is a physical role. Job holders must be capable of:</p> <ul style="list-style-type: none"> • Working at heights • Manual handling and lifting heavy and bulky items • A high degree of mobility, which will include walking/lifting/loading and unloading vehicles <p>This role is subject to a satisfactory DBS check</p> <p>Flexibility in terms of working hours. Job holders may be required to work flexible hours to accommodate the business need. This could include participating in an on call rota and working on evenings and weekends.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> |

Appendix A – The 6 steps to ensure we offer first class Planned Works

1. **A good first impression**
2. **Hello #WeAreVIVID**
3. **Being safe**
4. **What happens next**
5. **Tidy up**
6. **Plan Ahead**

1. **A good first impression**
 - Park respectfully
 - The right PPE
 - A clean uniform
 - Clean and tidy van
 - Arrive on time
2. **Hello #WeAreVIVID**
 - Introduce yourself
 - Show your ID badge
 - Explain what you're going to do
3. **Being safe**
 - Risk assess
 - is it safe?, if not stop,
 - take time to think about safety
4. **What happens next**
 - Complete the job right first time
 - If you can't complete keep the customer informed
 - Arrange next steps
5. **Tidy up**
 - Finishing touches
 - Clear up
 - Talk about the survey whilst your there
 - Are you proud of your work?
6. **Plan Ahead**
 - Submit before, during, and after pictures
 - Tell customer flooring date
 - Make sure appliances will be put back
 - Look at next job
 - Check all in place
 - Phone next Customer

Appendix B – Kitchen & Bathroom Fitting Activities

- **Rip out**
- **Bonding and Wall preparation**
- **Reboarding and replacement of flooring as required**
- **Renew all plumbing to stack or outlet and mains to where enters the room**
- **Replace stop cocks as required**
- **Fit kitchen units and work tops**
- **Fit bathroom suites including W.C., Wash Hand Basin, Bath and Shower**
- **Renew all boxing in as required**
- **Fit UPVC window sills**
- **Tile**
- **Fully redecorate**
- **Fit shower Curtain rail and curtain, and Riser rail**
- **Re fit all associated Kitchen or bathroom items, for example towel rail or shelves**
- **Application of sealant**

- **Tiling Activities**
- **Remove surface and prepare area ready for tiling**
- **Applying grouting**
- **Fixing ceramic tiles – intermediate - and baths, kitchen walls**
- **Fitting ceramic tiles – to Bathrooms and kitchen walls where needed. Including around sockets and window sills.**

- **Other duties**
- **Carrying of waste to truck**
- **Unloading Kitchen and bathroom deliveries at storage unit and on site**
- **Refitting tenant appliances during refurbishments and after flooring laid as required**