



Post title	Glazier
Division / Section	Housing Property Services
Department	Place
Responsible To	Team Leader
Number of Posts	

Purpose of Job

To work, either as an individual or as part of a team of operatives, carry out glazing work to Council properties and non Council properties.

Contribute to the Councils core values.

Major Tasks/ Job Activities

Complete glazing related work within council properties and non council properties. 100%

Install, repair and renew any internal and external glazing installations as required, meeting all legislative requirements.

Fit single and double glazing, laminated safety glass, fire rated glass etc.

Cut and install specialist glass e.g. reflective coated, coloured, anti glare etc.

Cut and install mirrored glass.

Multi skilling, you will be expected to carry out multi trade tasks that compliment and are associated with the core work activity tasks which you carry out.

Liaise with customers to provide a customer focussed repairs service.

Ensure all operations are carried out in a cost effective manner consistent with the requirements to achieve best value.

The safe separation and recycling of components/materials in accordance with current legislation.

As required take part in winter weather working e.g. snow clearing.

As required complete associated labouring duties.

Keep records of work undertaken, including maintenance & repairs work.

Communicate with management and colleagues via appropriate method.

Complete jobs within the required timescale.

Comply with H&S policies and carry out on site risk assessments for jobs undertaken.

Measuring, organising and ordering materials via stores and external suppliers and returning any unused materials.

Standby, all operatives must participate in the out of hours emergency standby rota within their service division.

Ensure site of job is left clean and safe.

Attend team meeting, performance reviews, training etc as required.

Undertake any other reasonable duties as directed by the management.

Supervision and Management of People (Numbers and type of staff)

When responsible for an apprentice/work placement the post holder will carry out on the job training and regular assessment and provide feedback to Management.

Creativity and Innovation

The post holder requires skills to solve on the job problems which arise when carrying out repair or installation work to ensure the work is completed to an acceptable standard.

Required to identify, estimate and source materials for each job.

Where required identify and rectify incorrect installations e.g. wrong safety/fire rating glass installed.

They are also required to ensure that all sites are a safe place to work, this requires problem solving skills / risk assessments to ensure work is able to progress safely.

Required to identify appropriate equipment/tools/materials.

Contacts and Relationships

The post holder will be required to assess requirements and inform customers of:

- Work to be carried out.
- How the works will impact on them or the users of the building.
- Any further work still to be completed.
- Health and Safety information about the repair/ installation.
- Advise upon completion of work.

The post holder will be required to develop and maintain effective relationships with a diverse range of people and organisations, including:-

- FM Helpdesk/Repairs Direct to get new jobs, modify jobs and request other trades etc.
- Post holders must inform appropriate building contact on arrival, completion or no access.
- Relatives, Housing Officers and Social Workers of vulnerable customers. To explain about visit, gain access and complete the job.
- Fleet Services in relation to vehicle checks.
- Management in relation to Operational provision, health and safety, performance, change, and resolving complex technical issues.
- Colleagues and contractors in relation to completing glazing work.

- External and internal suppliers to source materials.
- Where required, manufacturers, to obtain advice on special aspects of glazing.

Decisions (Discretion)

The post holder will be required to make the following decisions:

- The best way to carry out the work required.
- Decides on the correct materials and equipment for the job.
- If further work required or the job will take longer than expected the post holder must decide the best course of action to ensure customers receive the best possible service.
- Decides on competency of Apprentice before allocating tasks.
- Decide if there is a need to change order of work to ensure a better job.
- Identify and progress any follow on work if required.
- Inform management of any extended work periods which may impact on meeting future appointments/planned visits.
- If any activity in a property is improper or gives cause for concern it should be reported to management.
- When on standby, how best to prioritise work.

Decisions (Consequences)

The decisions made in the course of the job will impact on the health and safety of themselves, customers and colleagues, customer satisfaction and performance against targets.

Resources

The post holder is responsible for the safe use, safekeeping and cleanliness of their non LGV vehicle, plant, tools, PPE and where applicable IT equipment including mobile communications equipment. Vehicles provided are for the sole use of Council Business only.

The post holder will carry up to £1k of plant equipment and £2k of stock within the van allocated to them. They are fully responsible for the safe keeping, monitoring and replenishment of these resources. The value of IT and phone equipment is approximately £500.

The post holder is required to complete vehicle checklist, standby sheets, timesheets and job sheets and complete HAVS recording.

Environment – Work Demands

The post holder is fully responsible for completing the work once a full assessment has been carried out by them and in line with the set designated timescales e.g. Tenants' First Targets. They are expected to make the assessment on site and inform the customer. If they are unable to complete the work they must inform the management and/or FM Helpdesk/ Repairs Direct to book follow on work before leaving site.

When responsible for an apprentice, will assess competency, then allocate and check work on completion.

Environment – Physical

This is an operational post and physical demands such as manual handling, carrying, bending, kneeling and generally working in small awkward spaces are required as part of the job.

For the duration of the job the post holder will be standing and stretching over machinery/installations that cannot be moved, and stretching over baths and kitchen worktops.

Working in confined attic space when fitting skylights.

Will work with hands above their head handling and installing heavy glazing units.

The post holder is required to lift and carry heavy items such as double glazing units, large panes of glass, tools and ladders up flights of stairs where there are no lifts and in awkward stairwells. There can be up to 3 trips for each job.

Moves and lifts vulnerable customer's furniture and white goods where required.

Environment – Working conditions

The post may require the glazer to work in conditions for long periods of time which could be:

- Extremely dirty in unhygienic properties. Potentially exposed to pet/human excrement, parasites etc.
- Working in smoke damaged properties.
- Extremely cold e.g. empty properties with no heating.
- Working outside in all weathers.

Appropriate PPE shall be provided, including where necessary specialist PPE such as eye protection and dust masks.

Care should be taken with the following:

- When using cutting equipment on glass.
- Working at height off scaffolding or Cherry Picker e.g. on roofs and multi storeys.
- Carrying and installing glass particularly in adverse weather conditions.
- When using COSHH material.
- When lone working as may be subject to challenging behaviour.

Knowledge and Skills

The post holder must have:

- An approved recognised trade qualification e.g. City & Guilds, SVQ level 3 or equivalent.
- A full driving licence.
- A CSCS Card.

The post holder should have a working knowledge of all current Health and Safety legislation and best practice.

Ability to effectively plan workloads, identify areas of potential failure and take preventative action.

Be able to communicate technical information to customers which is meaningful.

Be able to use a range of communication skills when dealing with challenging customers.

Flexibility is essential, together with excellent communication skills and the ability to communicate effectively with people.

Where appropriate, relevant training shall be provided.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations

and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).