

Person specification: FITTER

(Read in conjunction with the Job Description for Orchard Fitter).

Area of work	Essential	Desirable
1. Working skills	Able to work within a team and alone unsupervised, when required. Committed to providing excellent customer service	Knowledge and ability to fit efficiently and safely the Orchard range of products. Knowledge of how to provide excellent customer service.
2. Trade Qualifications	Willing to train, if not already trained to FENSA installation standards and Glass and Glazing Federation (GGF) standards	FENSA NVQ level 2 qualified for fenestration. Further qualifications within the installation industry.
3. Experience	At least 2 year's window installation experience using installation standards and customer focussed approach	Installation experience of timber and timber substitute products including PVCu. Carpentry and general building knowledge.
4. Mobility	Full valid clean driving licence without any driving convictions and or disqualification periods.	Experienced with driving a fully loaded company van on long journeys and on country roads
5. Health and Safety	An understanding of the importance of a Health & Safety Policy and the necessary employee requirements contained therein.	A thorough understanding of installation safety procedures, including risk assessments and method statements
6. Customer	Ability to complete all tasks with a customer focussed approach, meeting customer expectations	Thorough understanding of excellent customer service and ability to deliver this. Where possible to exceed customer expectations of the installation process.
7. Availability	Able to be available and involved within the Company and; able to work a reasonable amount of overtime, when requested to do so.	Willingness to carry out additional work when required and to be involved in Company projects when asked to do so.
Personal attributes		
1. Work ethic and practice	Have a strong work ethic and commitment to completion of projects in full and on time. A Good attendance record and time keeping. Taking pride in your work and self motivated.	Have an excellent work ethic, eye for detail, creative problem solving and installation skills.

2. Working skills	Ability to work within the team, support the plans and direction given by the head fitter and senior managers.	Supportive of company policy and head instructions relating to installation methods and customer requirements
3. Disposition	Enthusiastic and well motivated. Looking for solutions rather than problems.	Able to take the lead when required to do, so as to satisfy the customer experience requirement. Capable of working to a very high standard.
4. Inter personal skills	Ability to communicate well and get on others and provide the customer with the high standard of service required. To have a positive outlook and willingness to assist and help colleagues when required.	The proven ability to communicate at all levels and to carry out the workload with a caring and professional approach.
5. Health and physical ability	Ability to understand Health & Safety responsibilities for the employee - including manual handling, working at height, confined spaces and asbestos awareness. Capable of lifting reasonable weights in the proper way and without any past back injuries which may require medical attention. Your doctor will be asked to provide answers to medical questions.	Full knowledge on safe lifting. Good attendance record, good time keeping and able to attend and pass the Orchard medical. Has the relevant HSE certificates appertaining to Manual handling, working at height and asbestos awareness.