



Head Office
Monson House,
Monson Way,
Tunbridge Wells,
TN1 1LQ

Role: Floor Layer

Reports to: Repairs Supervisor

The Role:

We are seeking a skilled and customer-focused Floor Layer to join our Responsive Repairs team, delivering high-quality flooring installations and repairs across our housing stock.

Working in residents' homes and communal areas, you'll carry out a wide range of flooring works including vinyl, carpet tiles, laminate, and safety flooring. You will ensure all works are completed safely, efficiently, and to the highest standards of workmanship and customer satisfaction.

This role is key to maintaining safe, comfortable, and high-quality homes for our residents, supporting our mission to deliver excellent housing services.

Accountabilities:

- Undertake flooring repairs, replacements, and installations in occupied properties as part of the responsive repairs requirements.
- Carry out works including preparing and levelling subfloors, laying vinyl sheet, vinyl tiles, laminate, carpet tiles, and safety flooring.
- Cut, weld, and seam materials to ensure a professional, watertight finish.
- Undertake damp-proofing or floor preparation works as required (latex screed, smoothing compounds, or insulation).
- Ensure all works are attempted to be completed "right first time" and to agreed time, cost, and quality standards.
- Respond promptly to emergency and urgent repair requests as directed by the Repairs Supervisor.
- Comply with all Health & Safety legislation, risk assessments, and safe systems of work.
- Use appropriate PPE, tools, and materials safely and responsibly.
- Report any hazards, incidents, or safeguarding concerns immediately.
- Ensure works comply with relevant building standards, flooring specifications, and organisational policies.
- Provide excellent customer service at all times, treating residents and their homes with respect.
- Communicate clearly with residents about the nature and duration of works, and resolve any concerns promptly and professionally.
- Ensure work areas are kept clean, tidy, and safe before, during, and after works.
- Maintain high standards of workmanship and attention to detail.
- Complete all job records, timesheets, and system updates accurately using mobile or handheld devices.
- Report any follow-up work requirements or underlying property issues to the Supervisor.
- Contribute to achieving performance targets such as "Right First Time", customer satisfaction, and completion rates.
- Work collaboratively with other trades to deliver multi-skilled and efficient repair solutions.
- Support apprentices, new staff, or colleagues with knowledge sharing and best practice.
- Suggest improvements to repair processes, materials, or service delivery where appropriate.
- Basic plumbing and carpentry is desirable.

Essential and Desirable Criteria

Essential:

- Proven experience as a Floor Layer within housing, construction, or maintenance environments
- Full UK driving licence

Desirable:

- CSCS H&S Operative





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- NVQ Level 2 or 3 in Floorcovering Occupations (Textiles/Resilient/Impervious) or equivalent
- Test Certificate + CSCS Blue Card
- Social Housing Experience

Additionally:

- You must possess a high degree of manual dexterity as there will be frequent use of hand tools
- You may be required to work at height or uneven ground
- You must also be able to work within a confined space, without restriction

