

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Locksmith

Grade: SO2

Reports to (Designation): Work Supervisor

Grade: PO4

Directorate: Quality and Investment

Section: Repairs

Main Purpose of the job:

To provide a responsive and high-quality locksmith service to tenants and housing stock within the social housing portfolio. The role involves securing properties, repairing and replacing locks, and ensuring tenant safety and property compliance.

Summary of Responsibilities and Personal Duties:

- Respond promptly to emergency lockouts and security breaches.
- Install, repair, and replace locks, cylinders, and door hardware.
- Rekey locks and cut keys as required.
- Support void property security and access control.
- Ensure compliance with housing standards and safety regulations.
- Maintain accurate records of work completed and materials used.
- Liaise with tenants, housing officers, and contractors professionally.
- Participate in out-of-hours emergency rota (if applicable).
- Must hold a Full UK driving Licence.
- Comply with all Lewisham Council policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

Internal Contacts: Repairs Back Office team, managers, supervisors, and other council colleagues.

External Contacts: Residents, contractors, and external agencies.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

DBS Disclosure Required? Yes

Basic ☒ Standard ☐ Enhanced ☐

(Tick as appropriate – guidance available from your HR Advisor)

PERSON SPECIFICATION

JOB TITLE: Locksmith

DEPARTMENT: Housing Services GRADE: SO2

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Knowledge & Skills

- Proven experience as a locksmith, ideally within social housing or public sector. Knowledge of various lock types, access control systems, and security hardware **S**
- Ability to work as part of a team and follow instructions **S**
- Good communication and interpersonal skills **S**

Experience:

- Good knowledge of Health and Safety matters **S**
- Experience of working within a team

Qualifications:

- City And Guilds and/or NVQ professional qualification or working towards a qualification Or experience of working in the building and trades industry **S**
- Good level of literacy and numeracy **S**
- Must hold a Full UK driving Licence **S**

Equality & Diversity:

- Demonstrates commitment to equality and diversity in service delivery and employment **S**