

JOB DESCRIPTION

JOB TITLE:	Plumber
TIER:	2
JOB FAMILY:	Skilled Trade
REPORTING TO:	Team Leader
RESPONSIBLE FOR:	No Direct Reports

ROLE SUMMARY

You will be required to develop relevant trade skills and knowledge through the provision of a high-quality service to recognised industry and believe housing standards.

The delivery of the highest standard of works will be undertaken in a way that sustains high levels of performance, quality and customer satisfaction within a right 1st time culture. All aspects of the role will be undertaken using a semi-skilled whole job repair approach providing excellent service standards using a customer centric approach to service delivery.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

DELIVERY

1. Undertake all aspects of the role, in a way that is agile and flexible. Adopting a multi – skilled whole job repair approach to the work, that achieves believe housing and recognised industry standards of compliance, quality and productivity.
2. Take responsibility for individual performance, productivity and customer satisfaction.
3. To operate ICT hardware and systems in line with protocols, in an effective and efficient way, receiving and updating accurate and relative information when required and in real time.
4. Adhere to all operational protocols and procedures that are in place.
5. Take responsibility for all the equipment issued e.g. company vehicle, plant, electronic equipment etc.

6. To manage impressed van stock and replenishments in an effective and efficient way.
7. Contribute to the continuous improvement of the service, by suggesting initiatives that may improve service delivery and working positively to champion, develop and implement any new ideas / processes that are introduced.
8. Undertake organisational and vocational training as required, and share skills with others including mentoring trainees.

TEAM WORK

9. Working in a collaborative way providing support and assistance to all involved throughout the repairs and maintenance process.
10. Act as a role model for the Organisation's values and culture in line with the Behavioural Framework.
11. Through innovation, learning and collaboration, support and embed a culture of business improvement.
12. Build and maintain effective internal and external relationships at all times.

ORGANISATION WIDE

13. Undertake organisational and vocational training as required, and share skills with others including mentoring trainees
14. Live the Organisation's values and behaviours.
15. Deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
16. Ensure that services fully comply with all organisational, legal and regulatory policies and procedures.
17. Be responsible with the Management team for the effective utilisation of Organisational assets and resources.
18. Manage all risks and health and safety issues in your area of responsibility in line with Organisational procedures and ensure the removal and/or reduction of risk where possible.
19. Comply with Organisational confidentiality and information security policies at all times.

Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> ▪ NVQ Level 3 or equivalent qualification in Plumbing ▪ Entry level qualifications in English Language and Mathematics or equivalent, including good communication skills ▪ Full UK driving licence and ability to be mobile 	<ul style="list-style-type: none"> ▪ Relevant CSCS or equivalent skills card ▪ General asbestos awareness training ▪ Good knowledge / understanding of health and safety within construction environment ▪ Evidence of continued professional development 	<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process ▪ Pre-employment checks
Experience	<ul style="list-style-type: none"> ▪ Completed and spent the required period on a Plumbing apprenticeship (time-served) or significant experience in the Plumbing trade ▪ Experience in the maintenance and / or construction industry ▪ Knowledge of Health and Safety legislation in the workplace, applying to self and others ▪ Experience of collaborating and working as part of an effective team 	<ul style="list-style-type: none"> ▪ Knowledge of construction related activity ▪ Experience of working in Repairs and Maintenance environment and delivering works using a multi – skilled whole job repair approach 	<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process

		<ul style="list-style-type: none"> ▪ Ability to undertake minor works outside of base Plumbing trade 	
Skills / Knowledge	<ul style="list-style-type: none"> ▪ Good level of ICT skills and open to learning new skills ▪ Good level of interpersonal and communication skills ▪ Ability to work collaboratively and influence others, individually or as part of a team ▪ Flexible approach and a willingness to adapt to and work effectively within a variety of situations ▪ Ability to use own judgement and initiative to take ownership of decision making ▪ Ability to prioritise workload and work well under pressure to meet targets and deadlines ▪ Transparent and open, acting with integrity and able to build high levels of trust ▪ Resilient and able to work under pressure 	<ul style="list-style-type: none"> ▪ Comprehensive fault-finding skills and abilities relevant to a Plumbing trade ▪ Experience of delivering a high level of customer service ▪ Champions innovation and encourages ideas 	<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process
Values	<p>People first: People are at the heart of everything we do. In our communities the way we listen and respond to people will determine the way we grow. It is only by connecting with and trusting people that living can be fully brought to life.</p>	<ul style="list-style-type: none"> ▪ People focused in approach to strategy and service development 	<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process

<p>Outstanding delivery: Push the boundaries of customer service and added value through proactive behaviour. Because the smallest detail can make the biggest difference, outstanding must be the new standard and the new routine.</p> <p>Proud communities: Taking responsibility and feeling confident only occurs when there is a sense of pride and optimism at home. Positive steps lead to more positive steps and as a result, there is an ability to create and seize better opportunities</p>	<ul style="list-style-type: none">▪ Takes responsibility and drives service improvement	
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