



Job Description & Person Specification

JOB TITLE Multi Trade Plumber

POST NUMBER 31037

GRADE Scale 6

JOB TIER 5 (non-management)

DBS None

GROUP Resident Services

SERVICE FM Repairs

REPORTING STRUCTURE

Reports to: Team Leader

Direct Reports None

Indirectly: Assisting with the supervision and on-the-job training of apprentices (if appointed) or less experienced staff or new recruits if required

CONTACTS

Internal: Staff and managers from the Repairs Service and occasionally from other teams within the housing service

External: Primarily service users, but also suppliers and sub-contractors.

Note: This JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

Job Description

1. JOB PURPOSE

- Carries out the work of a plumber including associated work
- Responsible for identifying the cause of the fault and specifying the correct remedial work (does the right thing)
- Accountable for doing the work right first time and ensuring that the customer is satisfied with the visit (does things right)
- Responsible for the proper use and safekeeping of vehicles, plant, tools and materials
- Responsible for carrying out work safely

2. MAIN DUTIES AND RESPONSIBILITIES

Customer service duties

- Discuss and make arrangements with the customer for carrying out the work, and for any follow-on work required
- Move or protect furniture, fittings, appliances, electrical goods, curtain, floor coverings and the like and replacing on completion.
- Dispose of unwanted materials and debris, and leave the site clean and tidy

Service delivery duties

- Investigate and find reported faults, and diagnose the cause of the fault.
- Make repair and replace decisions using repairs policy and standards to decide the extent of work required to remedy the fault.
- Carry out the plumbing work you attend, to all types of systems and materials.
- Carry out associated and ancillary work to your trade necessary to ensure the repair is completed in a single visit, such as RWP's, removing & replacing casings & boxing in, hot water cylinders, immersions, showers, pumps & controls, fire stopping, clearing blockages.
- Carry out work safely without undue risk to yourself or to others.

Materials plant and equipment

- Ascertain the materials and plant required and request these from the supplies buyer, or source the materials and plant through agreement with supervisor
- Maintain and be accountable for materials stored on your vehicle
- Store and make safe use of plant and equipment issued to you
- Look after your vehicle, carry a daily vehicle safety check and record this

Quality related duties

- Carry out work with due regard for quality, productivity and safety, making sure that the work is carried out in the most cost effective and efficient way.
- Check the quality of your own work

- Support and liaise with supervisor, office and other trades to ensure satisfactory completion of the repair

Administrative duties

- Accurately record work time, materials and plant used in the execution of the repair
- Complete paperwork as directed and provide simple reports as required, maintaining records and documentation as instructed by supervisor
- Use a PDA or other computer equipment issued to you.

Person Specification

This person specification will be used for recruitment to Plumber vacancies in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Trade apprenticeship and / or formal qualification such as C&G (ideally advanced), NVQ level 2 or equivalent time served and experience with carrying out all aspects of plumbing works	✓	
Additional trade training to NVQ level 3	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Current CSCS card	✓	
Current driving licence	✓	
Physically fit, capable of manual handling within guidelines, walking distances, carrying tools, materials & plant.	✓	
Able to fully access buildings/building sites/ rough ground in order to carry out aspects of the role, e.g. working from heights on scaffolding or ladders.	✓	
Ability to work flexibly to meet the needs of the service, which will include occasional working beyond contracted hours.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
2 years experience as professional plumber and of performing related ancillary duties.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Capable of working at heights and of using ladders safely.	✓	
Demonstrates an ability to work calmly and systematically even when under pressure.	✓	
Able to adopt a flexible approach to work and on occasions working beyond contracted hours.	✓	
Demonstrate effective problem / fault solving to make correct decisions.	✓	
Self motivated & able to work with minimal direct supervision.	✓	
Posses a thorough knowledge of health & safety requirements & experience of safe working systems, through work experience or a relevant qualification.	✓	
5. COMPETENCES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Remains motivated, even when under pressure, to ensure that a high standard service to the customer is maintained.	✓	
Takes responsibility and delivers results Maintains focus when dealing with a variety of tasks or priorities, seeking early guidance and support when necessary, and responding	✓	

to that guidance to ensure that tasks are completed.		
Team working Makes a positive contribution to a team by listening to others, showing consideration to colleagues, working flexibly and proactively offering support and assistance to other team members and other teams. Sharing knowledge and skills as part of job shadowing activities.	✓ ✓	
Communication Confidence to communicate with colleagues and customers effectively	✓	
Customer Care Demonstrate a good level of customer care skills. Providing solutions taking into account the diversity of customers.	✓	
Takes ownership of personal development Committed to reflecting on own performance, seeking assistance to identify relevant training and development needs	✓	