

JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Landlord Services
Job Title:	Plumber
Grade:	Skills Group 2
Post Number:	W126
Base/Location:	Limehurst Depot
Responsible To:	Repairs Team Leaders
Responsible For:	Apprentices and Trainees
Key Relationships/ Liaison with:	External- Customers of CBC, Suppliers, Contractors and Consultants, Council Officers, MP & Councillors. Internal- Principal Officer of Repairs and Maintenance, Repairs Team Leaders, Asset Manager, Senior Managers, Assistant Directors, Chief Executive, Board Members

Job Purpose

To ensure CBC achieves its vision and business objectives, by supporting the Repairs Team Leaders to drive and develop the service to achieve and maintain top quartile performance in all categories.

To deliver high quality customer standards and contribute to achieving and retaining the customer service excellence standard.

To carry out a wide range of plumbing work associated with the business activities of CBC.

To undertake all work to a competent recognised standard, with minimal risk to the health and safety of all those it may affect.

Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	To support the Repairs Team Leaders, through partnership working, in the delivery of CBC's mission, vision and values and the delivery of the Management Agreement and Delivery Plan.
2.	To support the Repairs Team Leaders with the achievement of strategic, corporate and partnership initiatives for the repairs and investment services.
3.	To support the directorate in ensuring that the repairs and maintenance service reflects the needs and aspirations of the local community.

4.	To contribute to the Company's out of hours call out service.
5.	To support the Repairs Team Leaders in delivering an excellent vacant property repairs service, responsive repairs service, gas servicing, maintenance and compliance service and planned maintenance services that are customer focussed and meet all legislative and statutory requirements.
6.	Carry out all types of repairs and maintenance work in a multi-skilled environment allied to the plumbing trade discipline.
7.	Undertake appropriate working across trades during peaks and troughs of demand or surplus/shortfall of trade skills.
8.	Complete work to a high standard of quality and output.
9.	Ensure that repairs are carried out promptly and within the appropriate time limits.
10.	Introduce yourself to the tenant, show proof of identify and explain the nature and purpose of the repair. Wear overshoes within tenant properties.
11.	Liaise with other building trades as necessary for the efficient co-ordination of work activities.
12.	Notify the Repairs Team Leaders of any necessary major variations from the work as stated on the works order.
13.	Maintain safe methods of work at all times and adhere to current Health and Safety legislation.
14.	Wear appropriate personal protective equipment relevant to the task.
15.	Report all accidents and/or hazardous occurrences to the Repair Team Leader.
16.	Complete and submit vehicle sheets and any other procedural requirements as per the nature of the job.
17.	Act at all times in an appropriate and customer friendly manner when dealing with tenants and/or members of the public, ensuring the delivery of an effective and appropriate service to all service users fairly and without discrimination.
18.	Attend relevant training courses as and when required.
19.	As a term of your employment you could be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.
20.	Able to complete all plumbing repairs and replacements as well as upgrade works associated with the business activities of CBC.
21.	Able to identify and advise on correct remedial action for all plumbing and drainage works and specify correct product for best possible outcome.
22.	To carry out associated remedial works.
23.	Able to deliver any collected waste to the Depot collection area or specified waste location.
24.	Undertake all works as directed by Repairs Team Leaders, Project Surveyors, and Charge hands or from the Business Support Team. Advise Work Planners of any issues or works which cannot be completed on first visit. Promptly complete records of all completed works, issues, material requests, follow on or any other field on the PDA or on any other directed format.

25.	Inspect items of disrepair. Assess options for repair or replacement and remedy disrepair in the most appropriate manner. Take responsibility for quality of finished job, life expectancy of repair and quality of service to the customer.
26.	Check and ensure that all places where work is to be carried out have a safe working environment to proceed. Report any unsafe working conditions to the Work Planner and do not start work unless authorised to proceed.
27.	Act as the Directorate's contact with its Tenants and Residents regarding property issues and arranging further appointments.
28.	Be responsible and aware of any safeguarding issues when within a tenant's property and report these to the Repairs Team Leaders.
29.	Make good disturbed structures/finishes of a minor nature and report on further works by other trades if required.
30.	Clear all work areas and remove any rubbish after completion of works.
31.	Assist colleagues where the repair requires more than one operative.
32.	Use, maintain, clean and store all tools, equipment, vans and first aid boxes etc., provided by CBC in accordance with manufacturer's instructions. Bring to the notice of the Repairs Team Leaders immediately any items which are damaged, unfit for use or need servicing.
33.	Use vehicle fuel cards only for Company purpose.
34.	Order, collect and take delivery of materials or stock as per the agreements and procedures adopted by CBC with suppliers.
35.	Seek and implement service improvements to meet the needs of internal and external customers when possible in consultation with Work Planners.
36.	Carry out all duties in accordance with relevant legislation relating to the construction and maintenance industry and in particular health and safety within the parameters of task and duties.
37.	Attend regular training, updates, Toolbox Meetings as instructed by the management team.
38.	Provide cover for team members when they are absent from work as and when required.
39.	Use and transport provided by the group to agreed policies and procedures and be responsible for the safe use of the vehicle.
40.	Ensure all PDAs or other devices are used appropriately and that they are charged up prior to commencing a day's work.
41.	Train and supervise apprentices as and when requested by managers.
42.	Any resale material removed from a property or materials not fully utilised within a designated job remain the property of CBC.
43.	The Operative should not leave a property where there is no access without the authorisation of the Work Planner and should not undertake further works in a property above the agreed job without the same authorisation.
44.	To deliver tenant surgeries around training on small repairs and additionally demonstrations within community activities.

45.	To ensure that all specified maintenance work complies with current Building Regulations, Codes of Practice and Health and Safety legislation (in particular the CDM Regulations 2007) and any other statutory requirements or European Directives relevant to the specific work.
46.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
47.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Responsive Repairs RTL

Date: 14th October 2014



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Post Number:	W126

	Essential	Desirable
<u>Qualifications</u>		
NVQ Level 2 or City and Guilds in Plumbing equivalent	✓	
Appropriate qualification in Health and Safety		✓
To be able to carry out a wide range of Plumbing work associated with the maintenance and adaptation of council properties and public buildings	✓	
Advanced City and Guilds (or equivalent) relevant building trade		✓
To be able to undertake all work to a competent recognised standard, with minimal risk to the Health and Safety of all those it may affect	✓	
Working at Heights and general Health and Safety training		✓
Evidence of continual professional/trade development	✓	
Or		
Demonstrable experience identified within the section below.		
<u>Experience</u>		
Apprentice time-served in plumbing. Minimum 3 years' experience following completion of apprenticeship	✓	
A good knowledge and understanding of Social Housing		✓
Experience in floor and wall tiling	✓	
Experience of ordering and receiving collecting materials	✓	

	Essential	Desirable
A good understanding and knowledge of up to date legislation relating to the building industry, including Health and Safety	✓	
Ability to demonstrate technical skills	✓	
Ability to use PDAs and administer all job related requirements	✓	
Ability to work at heights and experience of using ladder/scaffold towers to deliver work requirements	✓	
Computer literate		✓
Experience in working within voids and responsive repairs	✓	
<u>Skills / Knowledge</u>		
Proficient in another building trade area (multi skilled)	✓	
Problem solving ability	✓	
Deliver a high level of customer care and support the organisation in delivering the customer service excellence standard	✓	
Appreciation of safeguarding requirements and awareness	✓	
A responsive and positive attitude to change, participating and makes constructive suggestions for solutions and improvements	✓	
Understanding of data protection and confidentiality issues		✓
A commitment to delivering a quality service and continuously improving service delivery	✓	
Up to date knowledge of health and safety legislation		✓
Good time management	✓	
Ability to use own initiative	✓	
Ability to work under pressure	✓	
Ability to work flexible hours	✓	
Ability to make decisions, take the initiative and work under own direction	✓	
Excellent attention to detail and the ability to rapidly analyse written information against predefined criteria	✓	

	Essential	Desirable
Be able to demonstrate continuous service improvement through innovative thinking and application of improved processes and procedures	✓	
Experience of safeguarding issues for both adults and children		✓
Able to demonstrate skills to improve services and performance for residents	✓	
Must be able to demonstrate personal development	✓	
Ability to challenge discriminatory attitudes, statements and behaviour	✓	
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post	✓	
<u>Interpersonal Skills</u>		
Establish professional working relationships with customers, contractors, colleagues	✓	
Ability to communicate well	✓	
Works harmoniously with others helping to generate a positive team atmosphere whilst building effective working relationships	✓	
Good interpersonal skills and a proven ability to communicate effectively at all levels	✓	
<u>Other requirements</u>		
Must be flexible and be prepared to work outside normal office hours on occasion according to the needs of the service	✓	
Full current clean driving licence	✓	
Must be able to take part in the provision of out of hours services and emergency services	✓	
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
To be able on occasion to work outside normal office hours.	✓	
To be able to travel throughout the Borough (may be using own transport).	✓	

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