

## ***Job Description***

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|-------------------|------------------------------------------------|-----------------|---|
| <b>Post title</b> | Senior Repairs Technician - Plumbing & Heating | <b>Grade</b>    | F |
| <b>Department</b> | Responsive & Voids Maintenance                 | <b>Post ref</b> |   |

### **Overall job purpose**

Carry out repairs and maintenance work to Council owned, private, tenanted and empty properties and any other Authority owned building in a multi-skilled environment whilst achieving high standards of customer care and satisfaction. Supervise and co-ordinate a team of multi skilled operatives providing technical support and direction in the delivery of an excellent service to all customers and service users.

### **Reporting relationships**

**Reports to:** Principal Officer M&E Compliance

**Responsible for:** Housing Repairs Technician – Plumbing and Heating

### **Key tasks and responsibilities – post specific**

Carry out all types of repairs and maintenance work in a multi-skilled environment allied to the Plumbing and Heating trade disciplines in Council owned, private, tenanted and empty properties and any other Authority owned building.

Supervision of Trade Operatives responsible for carrying out repairs and maintenance work to Council owned and private properties to a high standard, ensuring a high level of customer satisfaction is achieved. This will involve dealing with aspects of poor quality works, conduct, motivation, sickness absence etc.

As and when required, diagnose necessary remedial works, make appointments/arrangements and organise materials required.

Attend repairs and maintenance appointments on time and complete works on the first occasion, in one visit and within target times.

Completion of repairs and maintenance in other trade disciplines where deemed competent to complete these.

Minimise disruption, mess and dust to the customer's home and possessions and leave in a clean and tidy condition using cleaning materials and equipment as necessary. Removing or making arrangements for the removal of waste/debris upon the completion of any works on a daily basis.

Work in conjunction with the Repair Planners to resolve any operational issues and offer technical support where required.

Work in conjunction with Principal Officer and Repair Planners to determine and allocate works to Contract Partners.

Offer support and cover for other Senior Repairs Technicians during periods of absence.

Report any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that is identified during the post holder's day-to-day activities.

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| Complete any required written or electronic documentation and records including time monitoring to enable the accurate calculation of costs, salary and property information. |
| Operate a fleet vehicle including identifying and reporting defects                                                                                                           |
| Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.       |

| <b>Key tasks and responsibilities – corporate</b>                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| Operate according to the Council's corporate values and codes of behaviour.                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored. |
| Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.                                                                                                                                                                                                                                                                                                                     |
| Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.                                                                                                                                                                                                                                                                                                                                    |
| Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.                                                                                                                                                                                                                                                                                 |
| Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.                                                                                                                                                                                                                                                                                                     |
| Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.                                                                                                                                                                                                                                                                                                                                                             |
| Engage with digital models of service delivery and support the implementation of digital working methods.                                                                                                                                                                                                                                                                                                                                                                                   |
| Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.                                                                                                                                                                                                                                                                                                                                                                                  |
| Demonstrate a commitment to the delivery of excellent service for all customers and service users.                                                                                                                                                                                                                                                                                                                                                                                          |
| Work effectively with all departments of the Council to ensure the delivery of quality services.                                                                                                                                                                                                                                                                                                                                                                                            |

| Employee signature                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |       |  |
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| <i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i> |  |       |  |
| Employee signature:                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | Date: |  |