



Job Description

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| Job Title: | Plumber |
| Grade: | PLUM |
| Section: | Technical Services |
| Reports to: | Team Leader |
| Responsible for: | Apprentices/Trainees when applicable |

The Job

Is to:

- carry out a wide range of plumbing and regularly complete multi-trade tasks on all types of company owned dwellings / properties, also where WDH have secured external contracts and other schemes of work.
- promote the service in a manner consistent with the Customer Charter, ensuring a high standard of Customer Care is achieved at all times;
- undertake the role of apprentice mentor and act as a role model for other trade operatives;
- ensure that performance is achieved, in line with agreed targets and timescales; and
- carry out any other appropriate task as instructed by supervisor / management.

The Bigger Picture

You will:

- be working as part of a dedicated team to deliver a diverse range of services; these include repairs and maintenance to both tenanted and empty properties;
- carry out repairs, maintenance and replacements within the plumbing craft as instructed by supervisors / management;
- work flexibly across WDH's operating environment providing support, skills and knowledge in all different work streams including but not specific to your own trade, to include when required other multi-skilled tasks;
- be fully conversant with Health and Safety legislation and the affect of this legislation with regard to the work that is to be carried out;
- be able to work on own initiative with limited supervision from completing a full range of multi-trade tasks on a regular basis ensuring that all works once completed are to be to the Industry Standards, Company Specification and Manufacturers instructions;
- achieve departmental targets including high levels of customer satisfaction, productivity, first time fix, access rates and minimising revisits;
- build and maintain excellent working relationships with colleagues, customers and managers to ensure the effectiveness of the service;

- review and analysis your own performance against individual targets ensuring that your productivity, quality and cost of work meets required performance standards;
- make suggestions for efficiency savings and service improvements to Team Leader and actively participate in team briefings; and
- any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

The Day to Day

You will:

- repair, remove and replace clean and waste water systems;
- repair, remove and replace hot / cold tanks, pipework of domestic dwellings in WDH owned properties;
- carry out general external plumbing, i.e. guttering, fall pipes and soil pipe works;
- carry out boiler and heating system repairs, maintenance and replacements including replacing flue liners, which requires working from the properties roofs;
- install plumbing works for kitchens, bathroom / shower units / suites and domestic appliances i.e. washers, dishwashers, etc.;
- use hand power tools on site;
- excavate underground pipework to repair bursts or replace as necessary;
- undertake all work in line with health and safety policy statements and safe working practices;
- manage, control and be responsible for a stock of materials held within a van supplied by WDH;
- use IT systems accurately including but not exclusive to - job records, stores requisitions and time sheets as required;
- ensure site cleanliness during maintenance work and upon completion of work;
- ensure the safe handling and storage of all plant and equipment, including regular checks for roadworthiness on vehicles for which you are responsible; and
- liaise with tenants and premise managers concerning the timing and progress of work to be undertaken.

Personal Contacts:

Internal: Employees and managers

External: WDH tenants and other stakeholders

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

| Personal Skill Characteristics | Essential (Tick) | Desirable (Tick) | Method of Assessment (Code list below) | Shortlisting Criteria (Tick) |
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| Qualifications and Training | | | | |
| A qualification at Level 2 of the Qualifications and Credit framework in a relevant subject area, for example an NVQ Level 2 in plumbing | ✓ | | AF/CQ | ✓ |
| Valid CSCS Card | ✓ | | AF/CQ | |
| Tower Scaffold certificate | | ✓ | AF/CQ | |
| Abrasive wheels mounting certificate | | ✓ | AF/CQ | |
| Manual handling training / certificate | | ✓ | AF/CQ | |

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| Determination | | | | |
| Ability to work with minimal supervision | ✓ | | AF/I | |
| Good organisation skills with the ability to plan and organise own work | ✓ | | AF/I | |
| Ability to resolve problems using own initiative / experience | ✓ | | AF/I | |

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| Nous | | | | |
| Experience of a wide range of plumbing maintenance work | ✓ | | AF/I | ✓ |
| Relevant post qualification plumbing experience on building maintenance work | ✓ | | AF/I | ✓ |
| Experience of working in a customer facing environment | ✓ | | AF/I | ✓ |
| Knowledge of other trade skills and methods of work and materials | ✓ | | AF/I | |
| Ability to demonstrate an awareness of Plumbing related issues with regard to Health and Safety at Work | ✓ | | AF/I | |

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| Ability to lift/move moderate loads | ✓ | | AF/I | |
| Ability to work to written and verbal instruction | ✓ | | AF/I | |
| Ability to read and interpret technical specifications and drawings | | ✓ | AF/I | |
| Ability to produce sketch drawings of items required | | ✓ | AF/I | |

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| Attitude | | | | |
| The ability to deliver a quality service and work flexibly in terms of hours of work and work content; to suit the business and customer needs. | ✓ | | AF/I | ✓ |
| Self motivated and able to work in pressurised situations | ✓ | | AF/I/R | |

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| Additional Requirements of the Job | | | | |
| Current, valid UK Driving licence with the ability to travel throughout the district and to other locations as required by the business. | ✓ | | AF/CQ | ✓ |

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R- References