

Job Description

Job Title:	Plumber
Department:	Operations Department
Responsible to:	Operations Supervisor
Salary/Grade	P Grade 4 – Band 1-5

Principle Responsibilities and General Purpose of Job

This post is responsible to the Operations Supervisor and is responsible for the delivery of a high quality, tenant and customer focused, comprehensive and value for money service in accordance with the Group's values, aims, policies and procedures. To maximise our potential to be a high performing customer focused organisation.

The post supports the Operations Manager to deliver an effective, customer focussed and value for money service.

Specific Duties and Outlined Responsibilities

Corporate Responsibilities

1. To support the Operations Department to deliver a proactive and flexible service by providing effective services and customer relations, whilst driving best practice and ensuring compliance with all Group policies, procedures and employment legislation.
2. Provide a high quality and cost effective repairs, maintenance and planned improvement service to the Group. Carry out a full range of repairs, maintenance and planned improvement duties with the emphasis on single trade works at various domestic and commercial properties within the Group's area of operation.
3. Ensure all appropriate policies, procedures and legal requirements are adhered to with clear audit trails.
4. Demonstrate consistent commitment to Fife Housing Group values:
 - Accountable
 - Firm but fair
 - Open and Honest
 - Versatile

Working within the Operations Department

1. Undertake plumbing duties as required.
2. To carry out a range of emergency, urgent and reactive repairs, void repairs and planned works to Fife Housing properties and any newly acquired properties as directed by the Operations Supervisor.
3. Carry out all diagnostic and/or pre-measuring work with the aim of completing repairs within the same appointment wherever possible.
4. Provide an emergency repair and 'out of hours' service as required. Additional standby and call out payments are paid for this service.
5. Complete works in accordance with Fife Housing's specifications and in compliance with the relevant legislation and industry best practice.
6. Be responsible for notifying the Operations Supervisor when it is necessary to order/purchase stocks as necessary.
7. Complete and sign off work sheets, vehicle inspection forms, warning notices and other forms as required by the Operations Supervisor.
8. Work to operational procedures, safe working practices and health and Safety procedures as required.
9. Responsible for the care and condition of all vehicles, plant tools and equipment issued to or used by the post holder. Provide all necessary reports or verbal reports relating to the safe, correct functioning of all equipment immediately advising the Operations Supervisor of any defects requiring repair.
10. Provide support and assistance to the Operations Supervisor as required.
11. Undertake training as required. The post holder is responsible for their own self-development on a continuous basis.
12. The post holder is expected to collect and collate performance indicators across the whole range of service.
13. To work in a safe manner following current Health and Safety procedures, Standards of work, Customer Care Requirements, Key Performance Indicators and to undergo specific Health and Safety training when required.
14. To use any communication equipment provided (mobile phone, radio or hand held PC) to seek immediate advice and assistance on issues not identified on the original order and which fall outside the guidelines provided.
15. To work within a pre-allocated appointment system, including direct liaison with the tenant, Operations Supervisor or Operations Officer when required and arrangement and co-ordination of appointments.

Other responsibilities

1. Promote equality and diversity as an integral part of working for Fife Housing Group and lead by example. Show commitment to equality and diversity and to encouraging the involvement of all members of the community, particularly vulnerable and hard to reach groups, in shaping service delivery.
2. Be a risk manager for the Group.
3. To be knowledgeable in relation to the office health and safety issues relevant to the Operations function and to be committed to ensuring the implementation and development of the Group's health and safety policies and procedures relating to facilities management.
4. Work as part of an integrated and collaborative Operations function that is focused on driving business success.

No job description can cover every issue that may arise within the post at various times. The job holder is expected to carry out other duties from time to time which may be required.

Person Specification

Post – Plumber

This person specification acts as selection criteria and gives an outline of the types of skills and characteristics required to do the job.

Essential (E) - without which candidate would be rejected

Desirable (D) - useful for choosing between two good candidates.

Please ensure when completing your application form, you give clear examples of how you meet the essential and desirable criteria.

Category	Requirement	Essential or Desirable	Method of Assessment*
Qualifications/ Education/ Training	Qualification in plumbing to SVQ level 3 including Gas Certification (or equivalent)	E	1,2,4
	Construction Skills Certification Scheme (CSCS) Card with the SNIJIB	E	1,2,4
Knowledge and Experience	Experience in skills deemed necessary for plumbing and heating	E	1,2,3
	Knowledge of the tools, equipment, and materials common to the trade and use in compliance with health and safety guidelines	E	1,2,3
	A good understanding and knowledge of up to date legislation relating to the building industry including health and safety	E	1,2,3
	Experience of completing necessary paperwork and documentation to ensure work is carried out effectively	E	1,2,3
	Experience of ordering and receiving/collecting materials	E	1,2,3
	Experience of working in a Housing Maintenance environment	D	1,2
	General awareness of Asbestos identification	E	1,2,3
	Experience in working within voids and responsive repairs	D	1,2

Category	Requirement	Essential or Desirable	Method of Assessment*
	Experience of safeguarding issues for both adults and children	D	1,2
	Experience of working at heights	D	1,2,3
Skills and Competencies	Competent in the safe use of power tools	E	1,2,3
	Proficient to carry out other trades work and tasks (multi-skilled)	D	1,2
	Excellent communication skills written and verbal) with the ability to communicate effectively with different audiences	E	1,2,3
	Excellent interpersonal and negotiation skills	E	1,2,3
	Competent in the use of smart phone technology including the ability to send and receive email, calendar appointments, documents and photographs	E	1,2,3
	Strong organisation and time management skills with an ability to prioritise, to work flexibly, to work to tight deadlines and to complete tasks	E	1,2,3
	Customer Service Understanding	E	1,2,3
Personal attributes, qualities and competencies	Able to demonstrate understanding of and apply our work place values	E	1,2
	Ability to use mobile workforce management tool and administer all job related requirements	D	1,2,3
	Ability to work independently; take responsibility and make decisions but know when to seek guidance and deliver to deadlines	E	1,2,3
	Be innovative and creative with the ability to generate new ideas and be proactive in suggesting and implementing new approaches	E	1,2,3

Category	Requirement	Essential or Desirable	Method of Assessment*
	Be self-confident and approachable with a positive attitude and the ability to build effective sustainable relationships both internally and externally	E	1,2,3
	Ability to challenge discriminatory attitudes, statements and behaviour	E	1,2
	Ability to respect and maintain a high level of confidentiality and discretion in relation to company business and its customers at all times	E	1,2,3
	Ability to understand, identify and respond to the needs of the customer	E	1,2,3
	Effective team player who is capable of coping with changing circumstances and demands	E	1,2,3
	Good positive mental attitude	E	1,2,3
Other	Committed, flexible and adaptable approach to work requirements, including out of hours working	E	1,2,3
	Full clean UK driving license	E	1,2,4
	To be committed to the principles of equality, diversity and inclusion	E	1,2
	Evidence of continuing personal development	D	1,2

*** Key:**

1 = Application Form

2 = Interview

3 = Test

4 = Proof of Qualification