

Job Description

Plumber (Advanced)/ Heating Engineer

All criteria are Essential unless indicated otherwise

Responsible to: Senior Plumber

Responsible for: No staff

Overview:

To provide an efficient responsive and cyclical maintenance service to plumbing and heating installations in Tai Ceredigion's or clients properties.

Key Responsibilities – Functional:

- Carry out plumbing and basic heating repairs in response to reported faults, diagnosing faults and replacing defective parts as necessary. Re-instate systems that have been disconnected.
- Uses two technologies (OFTEC, Gas Safe, F-Gas, Unvented (G3)), on a regular basis, in which the operative is qualified in.
- Basic knowledge and fault finding on heatpumps.
- Assist in the annual maintenance and planned works programme as required including heating, servicing, searching, cleaning and replacing parts as necessary.
- Provide technical and general reports both written and oral including customer feedback on maintenance issues for both current and future developments. Where necessary identify areas of concern such as defects, repair trends etc.
- Keep appropriate records such as repair works undertaken, contact with residents, orders etc.
- Undertake other minor maintenance works as necessary.
- Accurate completion of all paperwork in connection with the post of Plumber.
- To undertake standby and voluntary overtime as required by Tai Ceredigion.

Performance:

- Undertake training and development where required, in order to improve competency, knowledge and skills within the role.
- Take responsibility for your performance to ensure that the service you provide is of high quality and compliant with legislation.
- Ensure that all works and materials are procured in accordance with Tai Ceredigion's procurement strategy.
- Follow the framework of performance management and monitoring, championing best practice and a high level performance culture throughout the Association.
- Liaise with both internal and external contact in a friendly and helpful manner in order to uphold and strengthen the values of Tai Ceredigion

Key Responsibilities – Corporate:

- To provide excellent customer service to internal and external customers.
- Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner, considering tenant's cultural and diversity needs are managed and identify and implement opportunities for making best use of all resources.
- Ensure that all work complies with all legal & statutory regulations along with best practice.
- Ensure that you implement the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- In all aspects of Tai Ceredigion's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- To carry out such other duties and responsibilities as may reasonably be directed by the Director of Property Services or the Head of Service.

Personal Specification

Plumber (Advanced)/ Heating Engineer

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Qualifications:

- Qualified to City & Guilds/NVQ Level 2 or 3 (desirable) in the recognised trade qualification.
- Qualified to work with Central heating, Water heaters, Pipework, Unvented hot water.
- Holds 2 technologies (OFTEC, Gas Safe, F-Gas, Unvented (G3)) with a minimum of 2 years' experience in one of the technologies. Preferably, one technology would be in gas, but not exclusively and dependant on current needs of the business.
- Evidence of continually developing professional knowledge.
- Full, valid and clean driving licence.

Experience:

- Have at least 4 consecutive years' experience of working in domestic plumbing, with basic knowledge and fault finding on heatpumps.
- Working as part of a team undertaking cyclical and servicing contracts.
- Providing a customer focused service.
- Partake in the delivery of a range of projects on time and within budget.
- Achieving challenging targets and objectives.
- Evidence of achieving excellence in review and delivery of services and commitment to continuous improvement.

Knowledge/Skills:

- Ability to identify plumbing defects and their remedies.

- Budgeting and financial skills.
- Have interpersonal skills.
- Up to date health and safety knowledge.
- Up to date knowledge of legislative frameworks and key issues relevant to the post.
- Sound knowledge of performance management and how this contributes to business success.
- Project management skills with an ability to plan, organise and prioritise effectively, in order to achieve targets and meet deadlines.
- Sound verbal, reasoning and written communication skills, with the ability to inform and educate colleagues should there be issues with an installation.
- Ability to complete paperwork (to include timesheets, servicing and maintenance paperwork) accurately and to a high standard.
- Ability to communicate through the medium of Welsh (**Desirable**).

Leadership and Management:

- Promotes equality and diversity in all aspects of employment and service delivery.

Personal Qualities:

- A strong commitment to high quality customer service.
- Adopts a flexible approach to the requirements of the job.
- Adapts positively to change.