



## **Plumber**

**Closing date: Wednesday 5<sup>th</sup> May 2021 at 9am**

**Interviews: Week commencing 10 May 2021**

**(date to be confirmed)**

# Job Profile



**Job Title:** Plumber  
**Location:** Property Services  
**Hours:** 40  
**Salary scale point:** 18  
**Responsible to:** Assistant Manager

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## Purpose of the Post

- To provide plumbing works for the Group to a high and consistent standard

## Key Responsibilities

- To repair/replace external cold water gutter and drainage systems
- To carry out drain replacement and general maintenance of gullies, traps, condensate pipes and waste disposal
- To install, repair/replace hot and cold water supplies, including baths, sinks, showers and toilets including waste systems
- To locate and repair hot and cold water bursts
- To excavate ground to repair external cold water supplies and drainage systems and clear blocked drains and toilet
- To trace, diagnose and identify faults on hot and cold water systems
- To repair/replace kitchen units and sink units
- To carry out programmed maintenance and servicing in premises
- To maintain and repair pressurised systems
- To carry out legionella testing and remedial disinfection and routine processes
- To undertake small repairs and allied trade works in properties to achieve maximum value
- To carry out maintenance work within domestic and commercial premises
- To carry out routine safety checks of plant and equipment
- To drive and be responsible for a company vehicle in accordance with the Group's regulations/instructions, including conducting weekly vehicle checks.
- To assess, plan and request parts and materials required to carry out the work
- To liaise with client/customers when arranging and carrying out work, having full regard to their needs and acting in a professional manner at all times
- To work from written and verbal instructions, including drawings, diagrams, sketches, calculations using measuring equipment
- To report any faulty appliances, installations or equipment which do not comply with the current safety regulations
- To operate all machinery and equipment in a safe and correct manner in a safe and when using all safety devices

- To look after tools, materials and equipment guarding against loss or theft and making them available for use
- To supervise and control apprentices, educating them to the standards expected by the maintenance department, ensuring they work in a safe and efficient manner
- To check satisfaction levels and obtain customers' signatures on all completed work
- To report findings of asbestos through the Group's asbestos procedure
- To assist in planning and organising workloads to ensure effective use of time
- To operate all machinery and equipment in a safe and correct manner using all safety devices and practices as described in risk assessments and working practices
- To record and document work activities accurately and daily
- To ensure personal protective equipment is worn and used appropriately
- To ensure properties are left in a clean and safe manner on completion of work
- To maintain a tidy appearance with clean and functional uniform, ensuring identification badge is worn and visible at all times when on site and dealing with customers
- On a rota basis, to perform emergency out of hours call out service for the Group's stock.

### **Core Tasks**

- To follow corporate and operational plans
- To work within department policies, procedures and service level agreements
- To effectively manage workload and update the line manager on progress
- To embrace opportunities for personal learning and development
- To work within the framework and guidelines set for risk management and operational plans.
- To provide cover for colleagues
- To communicate clearly and effectively with internal and external partners
- To comply within the regulatory frameworks with your area of work
- To use business systems appropriately

### **Value for Money**

- To help identify and deliver efficiencies and deliver an excellent service that provides value for money.
- Work proactively with colleagues to deliver excellent service and value for money

### **Compliance**

- To maintain high standards of practice and promote Equal Opportunities and Diversity.
- To comply with the Group's Health and Safety policy and legislation.
- To comply with Data Protection and Confidentiality policy and procedures.
- To ensure compliance with financial standing orders and delegated authority limits.
- To adhere to the Group's policies, procedures, workflows, flowcharts, guidance notes and working practices.

## **Corporate**

- To represent the Group in a professional and courteous manner at all times.
- To deliver productivity targets.
- To keep abreast of legislative changes and good practice.
- To take responsibility for own learning and development including identification of training opportunities
- Any other duties as may be reasonably required.

# Person Specification

## Plumber



Criteria	Essential / Desirable?	Method of Assessment
<b>Appropriate Professional Qualification</b>		
City and Guilds Craft or minimum NVQ level 2 in an appropriate craft based trade or substantial relevant experience	E	A
<b>Experience and Track Record</b>		
Experienced in the provision of plumbing works to a high standard	E	A / I
Experience of working as part of a multidiscipline team environment.	E	A
Experience of working collaboratively in a busy team	E	A
Experience of delivering quality work on time.	E	A / I
<b>Knowledge and Skills</b>		
Effective skills when planning and organising workloads	E	A / I
Good ICT skills with the ability to use handheld devices	E	A / I
Proven ability to contribute and coordinate the work of several agencies/stakeholders in the delivery of the service	E	A / I
Criteria	Essential / Desirable?	Method of Assessment
<b>Personal Characteristics</b>		
Excellent customer focus that considers the diverse needs of customers	E	I
Effective communication skills across a range of people and organisations – internal and external	E	I
Ability to respond sympathetically and fairly to the needs of our customers and relate to a variety of individuals	E	I
Contributes to and supports team working across an organisation	E	I
Actively promotes learning and development for self and others	E	I
Committed to equality and diversity and customer satisfaction	E	A / I
<b>Important Considerations</b>		
Full driving licence and able to travel across the Northwest as required	E	A

## Plumber

### Terms & Conditions of Employment

<b>Salary</b>	£28,845 per annum
<b>Car Allowance / Mileage Rates / Company Vehicle</b>	A company vehicle will be provided for business journeys
<b>Hours of Work</b>	Monday – Friday 8am – 8pm Saturday 8am – 12 noon (On a rota basis)  <i>You will be required to participate to the on-call rota during weekends, evenings and holidays.</i>
<b>Organisational Fit Period (Probationary)</b>	6 months
<b>Notice Period</b>	1 month
<b>Pension</b>	Auto Enrolled into the SHPS DC Scheme Option to enter into the SHPS DB CARE 1/120 <sup>th</sup> pension scheme
<b>Holidays</b>	25 days per annum plus up to 5 days for long service
<b>Sickness Absence</b>	The Group operates a company sickness scheme that provides up to three months full pay and three months half pay after three years service.
<b>Other Benefits</b>	Contributory Health Cash Plan, Employee Assistance Programme and other wellbeing options

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