**ROLE PROFILE**

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| **Job: Plumber** | **Reports to: Supervisor** | **Tier: 5R** |

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| **Job Purpose:**    To carry out plumbing work on maintenance, major and minor construction work. To ensure that all work undertaken is completed with due regard for quality, productivity and safety. | **Key Competencies:**   * Flexibility & resilience * Meeting customer needs * Interpersonal understanding * Results focus * Future focus * Problem solving and decision making * Building relationships * Personal Learning and Growth |
| **Key Responsibilities:**   1. Undertake all aspects of plumbing and associated work. Hold appropriate trade qualifications (NVQ, City and Guilds). 2. Work includes repair/installation hot and cold water systems including pipes, fixtures and fittings and other associated plumbing used for water distribution/disposal, repair/installation of gutter/drainage systems. 3. Fault finding; locate diagnose and rectify faults in strict timescales 4. To undertake minor joinery work as necessary in association with plumbing work. 5. To carry out minor plaster patching and tiling associated with plumbing work. 6. Be able to read drawings and abstract information from specifications, schedules and manufacturer’s information. 7. Undertake and complete work as directed by your line manager, supervisor or scheduler. 8. Be able to organise your tasks in an efficient and effective manner liaising with customers, colleagues, other trades and sub-contractors / suppliers as necessary to complete the tasks profitably and to a high standard. 9. Complete all tasks/activities to agreed quality standards and timescales. 10. To adhere to all safe systems of work at all times and fully comply with all company policies and procedures in respect of Health and Safety. Carry out fully the post holder’s responsibilities in respect of all Health and Safety legislation. 11. Comply with all company policies and procedures. 12. To report back to Supervisors with regard to problematic or contentious issues. 13. To complete collection orders and retain delivery notes for Supervisors. 14. To carry out any and all defects works within your capabilities. 15. To travel to designated properties. 16. Ensure all IT devices and paperwork are completed and updated in line with instructions, procedures. 17. Comply fully with all agreed working practices and processes for completing tasks and ensure that all job related information is provided in accordance with required timescales and standards. 18. Assist line manager in the maintenance of vehicles, tools, equipment and material stocks to ensure that all legal and audit obligations are fully complied with in accordance with the company’s policies and procedures. 19. Undertake appropriate training in line with the post holder’s training passport. 20. To mentor and assist trainees, apprentices and other employees as and when required. 21. Carry out any other reasonable duties which may be identified by your manager. | |

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|  | **Essential** | **Desirable** |
| **Knowledge skills & experience** | Organisational skills and ability to prioritise a busy and reactive work load.  Positive and flexible attitude.  Ability to demonstrate reliability, initiative, ability to work as part of a team and on your own.  Ability to communicate effectively with others.  Ability to demonstrate commercial acumen when making decisions.  Ability to promote the good practice of the company.  Full clean UK Driving License | CSCS valid card (trade specific) |
| **Specific Role Accountabilities for People, Finance and Policy**( ie accountability for managing a team/ budgets etc) |  |  |
| **Key Relationships (internal/external)** | Must be able to communicate with customers and colleagues effectively and in accordance with Company or Client Policies, Procedures and code of conducts. |  |
| **Qualifications** | Hold appropriate trade qualifications (NVQ / City and Guilds or equivalent or alternative evidence of skills set.) |  |
| It is expected that the post holder will be proficient in carrying out the work of other building trade roles in addition to their ‘core’ trade (multi-skilled).  Post holder will be required to travel as required to fulfil this role.  Post holder may be required to participate in the ‘on call’ rota covering emergency out of hours repairs.  **Safeguarding of Children Young people and Vulnerable Adults**  Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.  As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty. | | |