



Advanced Craft Plumber

Job Description and Person Specification



Job description – Advanced Craft Plumber

Reporting to the– **Maintenance Manager**

Work Location:

Regionally based (with flexibility to work across other regions as service demand requires)

Summary of role:

The Advanced Craft Plumber is responsible for delivering a high-quality, customer focused responsive repairs service across the group's housing portfolio, including both occupied and empty properties. The role undertakes a full range of Plumbing works and carries out additional multi-skilled repairs in line with, but not limited to the Advanced Craft Skills Matrix.

Working as part of a Regional Responsive Repairs and Maintenance team, the post holder support's the Group's same-day repairs service and wider maintenance obligations. The role operates across a seven-day service and adopts a proactive 'stay and do' approach to maximise right first-time repairs, minimise repeat visits and disruption, and improve customer outcomes. This enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key Responsibilities

Technical & Trade

- Undertake all Plumbing repairs and multi skilled maintenance works to a high standard across occupied and empty homes
- Carry out multi skilled trade repairs in line with the Advanced Craft Skills Matrix, Including:
 - Basic Carpentry repairs
 - Remedial Plastering and making good
 - Remedial brickwork and tiling
 - Repairs to fixtures, fittings and finishes
 - Assessment and treatment of Damp, Mould and Condensation in line with Awaab's Law and operational procedures
- Diagnose and resolve a wide range of responsive repair issues, adopting a 'stay and do' approach
- Ensure all work complies with relevant building regulations, health and safety legislation, and organisational standards

- Committed to continuous skill development, engaging positively with training, upskilling and competency assessments to meet evolving service and compliance requirements
- Effectively manage, update and complete work activities using handheld digital devices, including engaging with digital communications, training materials and system updates via handheld technology, demonstrating confidence in adopting new systems and ways of working

Customer & Service Delivery

- Deliver a professional, respectful and empathetic service when working in customers' homes
- Support the same day repairs service, meeting service standards, performance targets and customer expectations
- Aim to complete repairs right first time, reducing follow on works and improving customer satisfaction
- Provide clear explanations to customers regarding works undertaken and any further actions required

Operational & Team Working

- Work Flexibly within the assigned region and support other regions as required to meet service demand
- Accurately record all works completed using mobile working system, ensuring materials, time and outcomes are correctly logged
- Identify and report follow-on works, safeguarding concerns and property condition issues in line with the Group's procedures
- Work collaboratively with other teams to ensure effective service delivery
- Maintain a professional, respectful and inclusive approach at all times, demonstrating clear and effective communication with customers, colleagues and managers and representing the organisation positively in all settings

Health & Safety Compliance

- Maintain a strong commitment to health & safety, including:
 - Safe working practices
 - Risk assessments and method statements
 - Correct use of tools, equipment and PPE
- Ensure company vehicles, tools and equipment are maintained and used responsibly

Additional responsibilities:

Health and Safety

- In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

Data Protection

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Advanced Craft Plumber:

- A team working ethos with exceptional collaboration skills which motivate and inspire.
- Able to communicate, support the organisation's priorities, culture and purpose.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- NVQ Level 2 (Minimum) in Plumbing – Or equivalent (Essential)
Acceptable equivalents:
 - City & Guilds qualification
 - Advanced apprenticeship
 - 'Time Served Plumber' – With evidence
 - Minimum 3 years post- qualification experience (Desirable). Proven work in:
 - Occupied properties
 - Reactive or void repairs
 - Customer facing repair environment
- Full UK Driving License

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Advanced Craft Carpenter.

You will be required to complete continuous professional development, to further support your role and the Group.