

Role Profile – The What, The Where, The How

POSITION	Multi-skilled Plumber		
TEAM	Services	LOCATION	
VERSION	1.0	LAST UPDATED	April 2023

THE PURPOSE OF THIS ROLE IS TO

Carry out maintenance on the company's internal and external contracts.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. All duties relating to building maintenance and refurbishment, including out of hours service.
2. Ensuring works are carried out in the most cost-effective and efficient manner.
3. Ensuring quality and customer satisfaction targets are met.
4. The care and condition of company vehicles, plant and equipment, in accordance with relevant policies.
5. Any other duties consistent with the grade and general responsibilities of the post, as may be required from time to time by nature of changes to the business or the need to develop new streams of work.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best

- The ideal candidate should be holding an NVQ Level 2 in plumbing, or be working towards it, and hold a health, safety, environmental CSCS card.
- They should be trade qualified, certified and possess specific related experience, and have experience of, and be confident in, working with the public, in a team, and alone.
- They should be confident in the use of plant and equipment, be able to complete task-specific risk assessments and method statements, and be able to solve problems independently.
- Possess a full driving licence and a satisfactory basic DBS check.

Some experience in the following would be an advantage:

- NVQ level 2 or 3 in Multi-skill or another trade; general building experience.
- Local housing knowledge and experience of working in the social housing sector.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the Responsive Supervisor and/or the Minor Planned Supervisor

CONTACTS

Internal

- All staff across the company

External

- Customers, suppliers and contractors

