

ROLE PROFILE

POSITION	Plumber/Multi-skilled Operative		
TEAM	CSL	LOCATION	CSL
VERSION	2.1	LAST UPDATED	June 2018

PURPOSE OF ROLE	To carry out maintenance on the Company's internal and external contracts.
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KEY ACCOUNTABILITIES

1. All plumbing duties relating to building maintenance and refurbishment.
2. Ensuring that works are carried out in the most cost effective and efficient manner.
3. Responsible for ensuring that all quality and customer satisfaction targets are met.
4. Responsible for 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.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

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 and Minor Planned Supervisor

CONTACTS

Internal – All staff across Company

External – Customers, Suppliers and Contractors

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	Evidence of a sound level of education Diploma or equivalent Level 2 in Plumbing CSCS Card (Required to obtain once in role if not already held).	Basic first aid qualification Diploma or equivalent Level 3 in Plumbing
Experience, Knowledge and Understanding	General building and maintenance experience Experience of working with in a customer-focused environment and within a team Proven practical experience working within a multi-trade discipline	Local housing knowledge Good understanding of health and safety at work policy and practices
Job Related skills	Use of plant and equipment Basic IT skills such as using e-mail and word processing Ability to complete task specific risk assessments and method statements	Health and Safety Training
Personal Skills	Work effectively independently and as part of a team Experience in organising own workload to achieve priorities and objectives Good communicator Ability to work to tight timescales Self-motivated, dependable and conscientious Flexible and able to adapt to change Work overtime as and when required Clean and tidy work ethic	
Other	Full driving licence Standard DBS Certificate satisfactory to the organisation	