Craftsperson (Plumber)

JOB PROFILE

Incorporates

Section 1 **Post Descriptor**

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SECTION 1: POST DESCRIPTOR

1. JOB DETAILS

Job Title: Craftsperson (Plumber)	
Department: Resources	**Section:** Asset Management
Reports to: Craft Supervisor	**Grade:** 5
Position Number: HE1920	**Gauge Reference:** XB371

2. JOB PURPOSE

To assist in ensuring the Council provides quality maintenance, repairs and asset improvement services by providing competent Plumbing Services in the delivery of responsive, quality repairs and key asset improvement projects carried out by Building Services. Participating in the provision of quality, responsive, in target times and value for money services that support West Dunbartonshire Councils' strategic plan.

Participating in Building Services' Housing and CAM maintenance and repairs services including reactive, cyclical, planned repairs and projects, empty homes repair services and participating in the out of hours' emergency services as appropriate.

The main purpose of this post is to:

- To participate in the delivery of a first class service for the Councils maintenance and repairs services including reactive, cyclical, planned, void house repairs and asset improvement projects services.
- To ensure work is completed to the highest standards, in agreed timeframe meeting all stakeholders expectations including tenants and building users / occupiers.
- To provide leadership, guidance to apprentices and others supporting the completion of repairs and projects encouraging team working.
- Ensure efficiency, economy and effectiveness by optimising their performance whilst meeting quality and productivity targets.

3. DIMENSIONS and SCOPE OF JOB
(including budgetary and staffing responsibilities)

Budget:

The post holder will have no budget responsibility.

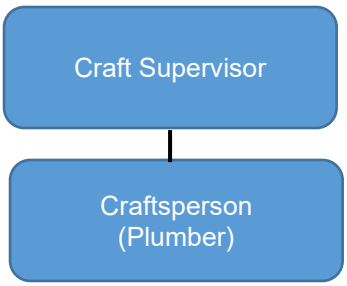
Staffing Direct:

The post holder will have no staff responsibility.

Staffing Indirect:

The postholder will assist in the provision of training, guidance and mentoring to craft apprentices assigned to them or within the general workplace during the term of their apprenticeships with West Dunbartonshire Council.

4. ORGANISATIONAL CHART
(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF DEPARTMENT/SECTION

Housing and Employability comprises a wide range of services covering Communities, Housing Development & Homelessness, Housing Operations, Building Services, Housing Asset & Investment, Private Sector Housing Grants, and Working 4U.

The services aim to build on community empowerment, support people in West Dunbartonshire to improve their employability skills, access to community-based learning and financial situations. This service also performs the housing landlord function encompassing tenancy and estates management, housing support, housing led regeneration, delivery of new housing, repairs, maintenance and asset improvement services, capital investment programme, private housing grants, and delivers the Strategic Housing Authority role ensuring the provision of high quality affordable housing in safe and attractive areas. In addition the service also fulfils the statutory homelessness and homelessness prevention duties providing a wider housing solutions offer to West Dunbartonshire communities.

Building Services is responsible for:

- Ensuring the effective provision of building services to all customers and in particular ensuring the delivery of a customer focused, quality and responsive service to Council tenants, mixed tenure residents and Asset Management.
- Providing strategic management of maintenance and repairs services across a range of clients and customers and the housing client function for housing maintenance and repairs
- Managing the strategic delivery of maintenance and repairs service ensuring compliance with all appropriate legislation and associated regulations, policy and procedures.

- Developing the Council's housing repairs strategy and preparing effective business plans to ensure the long term viability of building services including the statutory trading operation Housing Maintenance Trading Organisation and supporting the delivery of the Council's strategic aims. Delivery of services for external customers / clients WDLeisure Trusts, Housing Associations and other public bodies.
- Developing a culture of continuous improvement in the maintenance and repairs services to facilitate opportunities for improvement as part of an integrated housing and community safety service.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

1. To participate as a committed member of the Building Services organisation in delivering a comprehensive building maintenance, repair and asset improvement service to the Council and external organisations as appropriate.

2. Deliver high quality work, in required timeframes using an approach which is the most efficient and effective way whilst minimising risk and providing effective self-management. This will include managing your day to day workload on work made available by instructing staff and scheduling system.

3. To carry out the duties of a competent Plumber whilst maintaining and updating knowledge of current working practices. Maintaining appropriate qualifications such as Construction Skills Certification Scheme (CSCS) and participate in all job relevant training/retraining requirements.

4. Assist with the Councils' apprenticeship programme by provide instruction, leadership, guidance and training to Plumber apprentices for the duration of their apprenticeships ensuring successful training programme outcomes.

5. Demonstrate a flexible modern approach to the delivery of duties by carrying out complementary works of other trades where skills, knowledge, previous experience and health and safety permits to ensure continuity of work and improved customer service. (see separate document of associated tasks which are not meant to be exhaustive, but typical examples)

6. Be customer focused meeting and exceeding customers and clients expectations and participate in all Quality initiatives / service improvements aimed at providing service excellence to customers and clients.

7. Participate in effective work programmes by determining and measuring work required to be carried out when and where required. The postholder may be required to advise on the scope of works, the sequencing of materials, plant and other tasks of associate trades to complete works.

8. Liaise with the Client representative / customer base / sub contractors and partner organisations to identify, where appropriate needs and requirements and seamless progress and completion of tasks.

9. Use the IT equipment supplied by the Council in the conduct of business including live and accurate recording of activities. This includes but not limited to accurate variation to original work orders i.e. schedule of rates codes used to complete the task including additions and deletions. Accurate time records, accurate records of materials used on work carried out and assigning colleagues to work orders where the task requires additional resource.

10. Meet WDC's productivity and quality targets.

11. Wear corporate workwear and other appropriate personal protective equipment (PPE) supplied and ensure this is maintained in good condition.

12. Drive vehicles; operate machinery and plant provided by the council (Provided you are a holder of a full UK driving license and have appropriate training and certification).

13. Employees assigned to vehicles will ensure that all daily, weekly and other checks are carried out in accordance with the Councils Transport Operator License requirements. Ensure vehicles cleanliness including the cab and storage areas. Employees will be responsible for the security of any imprest stock carried in vehicles driven or used by them (including stock checks). Employees will also be responsible for the security of any plant, transport, machinery or materials they have been issued with.

14. Comply with all current and relevant Health & Safety Legislation, the Councils' compliance and Safety Management Standards, contribute to Risk Assessment and Safe Systems of Work processes.

15. Carryout alternative duties as and when required and duties that may be required as instructed by management.

7. PROBLEM SOLVING

Predominately the post holder will work to resolve problems relative to their craft within the boundaries of policy, procedure and processes.

8. PLANNING

The postholder will work to set service processes and procedures; however they will be expected to use their own initiative to manage arising issues.

In general the postholder will work on pre-assigned work plans of the service group ensuring these are timeously dealt with.

9. ASSIGNMENT AND REVIEW OF WORK

The postholder exercises discretion in the planning of objectives and targets within contracts and projects.

Work will be driven by the Building Services management team to meet the requirements of contracts, term contracts and service level agreements.

The post holder reports to Craft Supervisor and other senior officers of their designated service group. The postholder will be self-directed but will have day to day supervision which will facilitate problem solving at a higher level. Regular meetings will be held to discuss progress on objectives and to ensure ongoing communication on current issues and workload.

Annual objectives will be agreed with the Service Group Manager / coordinator through be the best conversations process.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

The development of effective working relationships is critical to the delivery of key outcomes for the role. These relationships will include:

Internal communications: The postholder will have contact with a wide range of stakeholders including clients and customers and will need to be both customer focused and build good working relationships.

External communications: Effectively working with external customer groups, tenants, police and other agencies.

11. DECISION MAKING

The postholder will work to and be advised of the strategic aims of the Council and Building Services Business Plan. They will operates within a framework of agreed objectives, policies and procedures however; the postholder is expected to use own initiative to progress work as appropriate. Senior officers will be available to deal with any technical or contentious issues that may arise.

12. MOST CHALLENGING PART OF THE JOB

The postholder will be expected to effectively meet the conflicting demands of the service users and to ensure timeous completion of work in set targets.

13. GENERAL

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Job Profile may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available, including any mandatory courses and timescales for these to be completed. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Disclosure / PVG YES

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

Listed below are the training requirements which must be completed in order to undertake this position, with timescales where appropriate. Noting this is in addition to generic WDC training listed above.

List all Role Specific training to be carried out to undertake this position.
OR state

CSCS certification must be kept up to date.

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Must be time-served craftsperson with appropriate qualifications i.e. City and Guilds / SVQ Modules	Have or studying for HNC in building maintenance
	Gas safety / qualification / certification - ACS / CCN1 / BPEC
Training	
CSCS certification	Health and Safety Qualification
Asbestos Awareness Training	Unvented Hot Water Systems
Water bylaws regulations Disclosure / PVG	Legionella awareness / Tank Cleaning and Confined Spaces
Experience	
Operational experience in direct service delivery	
	Local authority / registered social landlord / housing association / or similar organisation experience
Focussed customer care experience / training	
	Evidence of IT competency
A proven track record of working effectively with minimum direct line management support.	
Knowledge and Skill	
Ability to communicate effectively both written and verbally.	
Evidence of completing quality work in set targets	Experience of using mobile devices
A team player with strong team ethics	
Strong analytical skills which can translate strategic priorities through the delivery of operational services.	
Disposition	
Have a flexible and committed approach	
Ability to fit in to a team environment and build strong working relationships	
Self-motivated, flexible and adaptable	
Approachable and customer focused	
Honest and reliable	