JOB OUTLINE

Post: **Advanced Plumber**

Service: **Communities & Economy – Housing & Communities**

Section: **Housing Asset Services**

Grade: **G8**

Job Purpose: *Contribute to the effective delivery of plumbing repairs within Housing Asset Services. Attend plumbing repair appointments in order to assist with the promotion, delivery and integration of the Council's key objectives; specifically in relation to the Community Plan, Shared Commitments, Single Outcome Agreement and Best Value.*

A. SECTION STRUCTURE CHART

Co-ordinators

Divisional Planned Officer/Project Officer

Housing Maintenance Officer/Team Leader

Advanced Plumber

Apprentice

B. KEY DUTIES & RESPONSIBILITIES

1. Take responsibility for the completion of plumbing work and reinstatement of properties to agreed standards which may include plastering, replacing flooring, and painting, minor electrical and joinery works.

2. Monitor the work of Apprentices, providing advice, guidance and development as necessary and check and signing of Apprentice Timesheets to confirm accuracy.

3. Order a range of supplies and stocks of materials to ensure works can be carried out timeously.

4. Undertake the duties and responsibilities of the post in accordance with the Council's Health and Safety Policy and the section's Safe Work Procedures.

5. Accurately and timeously complete and submit all paperwork including timesheets and repair lines to support the needs of the business.

6. Ensure that all vehicle checks and associated paperwork is completed on a daily basis.

7. Provide a high quality service to both internal and external customers, observing principles of good customer care at all times.

8. Ensure the safe operation of associated plant and equipment as required.

9. Participate in all aspects of training and all Quality initiatives aimed at providing Service Excellence.

C. GENERAL RESPONSIBILITIES

10. Ensure that any materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Council's policies and procedures.

11. Ensure that all activities for which the postholder is responsible are delivered in accordance with the Council`s Equal Opportunities Policy and its statutory and general and specific Equality Duties.

12. Promote the health and safety of employees at work and of service users through the implementation of the Council's policy on health, safety and welfare at work and departmental Health and Safety arrangements in accordance with all relevant statutory requirements.

13. Participate in the East Ayrshire FACE review process annually in accordance with the Council's procedures.

PERSON SPECIFICATION

Designation: Advanced Plumber	Post No:
Service: Communities & Economy	Section: Housing Asset Services

Attributes:	**Essential Criteria**	**Desirable**
Qualifications	Recognised trade qualification (SVQ Level 3) (Time served) Apprenticeship Awarded advanced status through SNIJIB for the Plumbing Industry	CSCS Accreditation
Knowledge & Skills	Knowledge of Health & Safety procedures Knowledge of the safe use of tools/equipment associated with the trade Customer care skills	Knowledge of British Standard Regulations Able to respond to deadlines Full UK driving licence
Experience	Considerable relevant experience in recognised trade Confident in dealing with members of the public	Supervisory experience Qualified first aider

Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours	
Quality	**Behaviour**
Flexible	• Have an open mind and look for better ways of doing things. • Embrace new technologies to improve services for the people we serve. • Welcome opportunities to learn and grow.
Approachable	• Develop positive and productive relationships with everyone. • Listen, notice, respond and engage. • Manage our reactions and think about how our behaviour affects others.
Caring	• Embrace working in a team and working with others. • Take pride in your role, serving our community and strive to be the best we can be. • Be kind to others and to ourselves.
Empowered	• Have the courage to try new things. • Work with others to find the best solutions. • Help everyone to realise their full potential.