

Job Description

Apprentice Plumber

Working with a qualified crafts person the apprentice postholder will be expected to undertake the following duties.

All criteria are Essential unless indicated otherwise

Responsible to: Foreman

Responsible for: No staff

Overview:

To provide an efficient responsive and cyclical maintenance service to plumbing and heating installations in Tai Ceredigion's or clients properties.

Key Responsibilities – Functional:

- Carry out plumbing/heating repairs in response to reported faults, diagnosing faults and replacing defective parts as necessary. Re-instate systems that have been disconnected
- Assist in the annual maintenance programme as required including heating, servicing, searching, cleaning and replacing parts as necessary.
- Provide technical and general reports both written and oral including customer feedback on maintenance issues for both current and future developments. Where necessary identify areas of concern such as defects, repair trends etc.
- Keep appropriate records such as repair works undertaken, contact with residents, orders etc.
- Undertake other minor maintenance works as necessary.

Performance:

- Undertake training to improve knowledge and skills.
- Partake in a monthly performance and budget meeting (as required).

- Take responsibility for your performance to ensure that the service you provide is of high quality and compliant with electrical legislation.
- Attend tenant focus groups and forums in order to obtain direct feedback and discuss means of continually improving the service (as required).
- Ensure that all works and materials are procured in accordance with Tai Ceredigion's procurement strategy.
- Follow the framework of performance management and monitoring, championing best practice and a high level performance culture throughout the Association.
- Liaise with both internal and external contact in a friendly and helpful manner in order to uphold and strengthen the values of Tai Ceredigion

Key Responsibilities – Corporate:

- To provide excellent customer service to internal and external customers.
- Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner, considering tenant's cultural and diversity needs are managed and identify and implement opportunities for making best use of all resources.
- Ensure that Tai Ceredigion and its staff comply with all legal, statutory and Tenant Services Authority regulations along with best practice.
- Ensure that you implement the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- In all aspects of Tai Ceredigion's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- To carry out such other duties and responsibilities as may reasonably be directed by the Director of Property Services or the Capital Improvement Co-ordinator.