Isle of Anglesey County Council

Job Description for **Multi Skilled Plumber/Heating Engineer**

Post Number:

Directorate: Housing and Social Services

Service Unit: Repairs and Maintenance

Grade:

Overall Job Purpose: As part of the plumbing and heating maintenance team the post holder will be expected to provide a comprehensive repairs and maintenance service to domestic plumbing and gas/oil heating installations and appliances in Council owned properties and to be reasonably multi-skilled to meet the full demands of an excellent repairs and maintenance service.

Principal Accountabilities / Key Tasks:

a) Carry out all aspects of plumber/heating works, both internally and externally within the County Councils area of responsibility. In order to provide more flexibility in the delivery of reactive and planned service, repairs and maintenance and to achieve the Council's aim of right first time repairs service the post holder must have a reasonable amount of multi skilling abilities in minor joinery, plastering, painting and tiling.

b) To carry out the Day to Day responsive maintenance, service and repairs to Council properties as instructed by the relevant supervisor or management.

c) Carry out all aspects of plumbing and heating systems maintenance, service, repairs and inspections. The ability to identify repair works by means of diagnostic apparatus.

d) To carry out servicing and safety checks on all of the Councils heating systems and identify any necessary works required to ensure that the heating systems are in good order and comply to current gas/oil safety regulations.

e) Attend to boiler/system breakdowns, inspect and identify all works required in order that heating systems functioning correctly and prepare the relevant documentation.

f) To accurately complete all relevant documentation (electronic or paper) associated with the duties of a plumber/heating engineer and ensure the prompt return of all relevant information in relation to the daily tasks.

g) To be in constant contact with the relevant supervisor at all times by means of the works mobile phone provided.

h) Accept responsibility for the direction of work of apprentice, trainees or other employees assigned.

i) Willingness to undertake training both on an individual or corporate basis.

j) Contribute to the current self-development programme.

k) Where a Council vehicle is provided, ensure that it is used in accordance with the Councils current Policy and Procedure.

l) To maintain where necessary a pre agreed stock of repair items and equipment within the vehicle provided.

m) To operate safely and maintain in good order all hand tools e.g. Drills, spanners, wrenches, diagnostic instruments to maintain the safe working of all plumbing/heating systems.

n) Identify any problematic issues with heating systems that need specialist manufacturer repair

o) To ensure that all duties and performance standards comply with:-

1) Current Health and Safety Procedures.

2) Standard of Work.

3) Customer Care Requirements.

4) The Code of Conduct

5) Key Performance Indicators.

6) Key target times.

p) To work within a pre-allocated Priority for job completion as indicated on job cards.

q) To have direct liaison with the supervisor, tenants and housing officers as directed.

r) To carry out diagnostic and/or pre – measuring work with the aim of completing the repair within the allocated time as indicated on the job card.

s) To make immediate decisions as regards the repair requirements should the original job order not reflect the actual works required and to inform the relevant supervisor.

t) To inform the tenant (with reason) when it is not possible to complete a repair within the first visit and make mutually agreed arrangements to return to complete and inform the relevant supervisor.

u) To ensure that all items of tenants furnishings and fittings are protected at all times.

v) Carry out any other relevant duties as directed by the immediate Supervisor or Senior Management.

Position in the Organisation:

Reports to: Maintenance Team Leader/Cyclical Works Team Leader

Responsible for: None

Staff supervised: None

Financial Resources

Level: B1 £500

Physical Resources

Land and buildings - No./area	Yes
Plant / Vehicles / Equipment – 1 Van & Equipment	Value £8,000
Information Systems – No./volume:	Yes

Delegation: None

Demands within the job:

Physical demands: Regular lifting and carrying of small hand tools, materials, ladders. Occassional considerable physical effort when fitting boilers, baths and

other bulky/heavy items/materials. Constant bending down, stretching, climbing and working in confined spaces requires considerable physical effort.

Mental demands: Regular consentration required on the work at hand especially with gas appliances to avoid any accidents, constant awareness of surrounding activities especially when involved in a construction site environment where multiple trades are at work. Substantial consentration required when carrying out some aspects of the work where precise attention to detail is required. Consentration when driving to and from sites and especially on housing estates where the presence of children is expected. Mental consentration is required when completing all relevant documentation (electronic or paper) associated with the duties of the post.

Emotional demands: A degree of sensitivity is expected when working in people's homes when dealing with customers whom may have an emotional or sensitive situation/circumstance. Being in contact with customers on a daily basis can be regarded as one of the front line Council activities and the post holder may be subject to the brunt of any backlash towards the Council in general.

<u>Language Requirements:</u>

Spoken:

✓ ☒ **Welsh**

☒ Basic conversation / exchanging information
☐ Detailed discussion / interviewing / investigation
☐ Presentations
☐ Advocacy / representation

✓ ☐ **English**

☒ Basic conversation / exchanging information
☐ Detailed discussion / interviewing / investigation
☐ Presentations
☐ Advocacy / representation

☐ **Other**

Please Specify:

☐ Basic conversation / exchanging information
☐ Detailed discussion / interviewing / investigation
☐ Presentations
☐ Advocacy / representation

Written:

✓ ☒ **Welsh**

☒ Recording simple messages / emails
☐ Writing letters
☐ Preparing reports and public documents

✓ ☒ **English**

☒ Recording simple messages / emails
☐ Writing letters
☐ Preparing reports and public documents

☐ **Other**
Please Specify:

☐ Recording simple messages / emails
☐ Writing letters
☐ Preparing reports and public documents

Working Arrangements and Conditions:

Working week: Full Time

Contracted hours: 37

Spread: Monday – Friday **0800 – 2000, Saturday Morning 0800 -1400**

Identified work base: Council Depot Gaerwen

Normal work location: Various Location on the Isle of Anglesey

☐ Normally office based
☐ Office based but with some site visits
☒ Travelling Officer role with occasional visits to identified work base

Business Travel

☐ No business travel
☐ Some business travel. Post holder provides own vehicle
☒ Some business travel. Council vehicle provided to post holder
☒ Post holder employed as driver / required to operate specialist machinery

Exposure to disagreeable working conditions

Environmental

☐ Minimal / normal office environment
☒ Some
☐ Significant

Aggressive / difficult clients

☐ Minimal
☒ Some
☐ Significant

Other Conditions:

Work Flexibilities / Restrictions
Politically Restricted Post:

☐ Yes
☒ No
:

Home / Mobile Phone provided

☒ Yes ☐ No

Protective Clothing provided:

☒ Yes
☐ No

DBS check required
✓ ☐ Enhanced
☒ Standard
☐ Not applicable

<u>Flexibility</u>

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post holder to be developed and maximised to the mutual benefit of both employer and employee.

<u>Date of review of this job description document:</u>
4 November 2014

Isle of Anglesey County Council - Person Specification

1. Education and Training

The minimum educational requirements/professional or vocational qualifications for the post

1.1 **Essential**

Time served recognised apprenticeship, qualified to City & Guilds Advanced Craft or NVQ level 3 in plumbing/heating and holding current ACS qualifications – CCN1, CEN1, HTR1, WAT1, CKR1,CPA1..

1.2 **Desirable**

OFTEC 101,105e and 600A
DAH 1, Unvented Hot Water, WRAS (water supply regulations 1999) Energy and Efficiency City & Guilds (6084) level 3, LPG changeover.

Any specific training required for the post Incl. Certification

1.3 Essential As above

1.4 Desirable As above

2. Key Competence Requirements

Job related knowledge Critical for effective performance

2.1 Essential

Analyzing, fault finding, repairs and maintenance of all plumbing/heating installations and fittings.

Anaylzing, fault finding, service, repairs and maintenance on gas/oil installations and appliances including combi boilers.

2.2 Desirable

Specific skills critical for effective performance

2.3 Essential

Analyzing qualities for an effective remedy to the propblems experienced with domestic plumbing installations, gas/oil fired installations and appliances.

Competent in minor multi-trade operations to include joinery, plastering, tiling and a degree of knowledge of making safe electrical installations.

The ability to work alone as this will be the norm for this post holder.

The ability to communicate effectively with tenants and other members of the public.
Managerial skills critical for effective performance

2.4 Desirable
Managerial skills critical for effective performance

2.5 Essential Ability to manage self and workload

2.6 Desirable

3. Personal Attributes

Personal values and characteristics which should be demonstrated in performing the duties of the post

3.1 Essential
3.1.1 The ability to communicate with officers and customers effectively. A focused team member who has the willingness to contribute effectively towards a safe and pleasant working environment.

3.2 Desirable
3.2.1

4. Personal Circumstances

Job demands which, if not met, could constrain effective performance in post

4.1 Essential
Prompt and regular attendance at work.

Full UK driving licence.

Be able to work additional hours over and above contracted hours if and when required, where overtime would be payable.

Be part of the emergency call out team on a rota basis.

Willing to undertake further training/development within the post as required.

4.2 Desirable