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**Role Profile: Plumber**

**Department:** Portsmouth City Council

**Location:** Portsmouth

**Hours:** 40 hours

**Salary:** £32,760

**Who you report to:** Foreman

**SUMMARY OF ROLE**

Undertake responsive and routine repairs and void repairs to Portsmouth City Council’s (PCC) Housing and Corporate Assets stock, and from time to time support other maintenance contracts as required when demand requires.

You will be working in all of PCC’s property portfolio including, but not limited to, Social Housing, Schools, Public Conveniences, Offices, Heritage and Museums.

When working in these property types you will be expected to use your skills, knowledge, experience and training to carry out the “right work at the right time” ensuring a high-quality standard of workmanship, health & safety and compliance to the Company’s processes and procedures in delivery of your work.

You will need to have an open and positive attitude, be a team player and be able to embrace and work in new ways to improve yourself, the team and service to the client. When dealing with customers, client representatives or peers and team members you will be professional at all times and demonstrate high standards of customer service and care.

**The key activities you will undertake in this role will be:**

A wide variety of plumbing repairs in occupied homes, buildings and empty properties. The work will include; bathroom installations, first and second fixing, emergency water escape repairs, drainage, shower pump replacements, ceramic wall tiling, and non-licenced asbestos removal (where full training will be given).

**KEY RESPONSIBILITIES**

* Accountable for the quality of workmanship, method used to affect the repair, safety of yourself and those around whilst the repair is undertaken, and safe disposal of waste ensuring you are environmentally conscious.
* To have the right tools for the trade(s) you perform at all times.
* To always protect the tenants’ property before starting the work and leave the property clean and tidy having completed the work.
* Remain polite & professional at all times if a tenant becomes difficult, and if needed request support from your supervisor or foreman.
* Own your allocated job through to completion ensuring the agreed process (value steps) of the repair are being followed. The agreed process (Value and Enabling Steps) are as follows;
  + Always be prepared to receive and issue clean information when interacting with the Operations Centre ensuring you have the full details of the repair and that the Operations Centre has received all details pertinent to the repair including the materials used.
  + When accessing the property at the appointment time given by the tenant show your ID, ask if there are any additional repairs, fully diagnosing the repair(s), placing only one order with the materials service.
  + When diagnosing repairs always carrying out a risk assessment ensuring all risks are identified, then use the right method to carry out the work in consideration of these risks wearing the appropriate PPE.
  + Provide an accurate estimated completion time (ECT) for each job to the operations Centre once you have fully diagnosed the repair. If the ECT changes update the Operations Centre immediately with your best estimate of a revised time.
  + Complete the repair in one visit where possible, and book all required trades and future visits whilst on site to the time and date the tenant requests.
  + Once the repair is complete, or the appointment is complete, provide accurate information to the Operations Centre on the status of the repair, informing them of the work undertaken and van stock materials used, ensuring they repeat this information back to you so that you know it has been recorded cleanly.
* Be responsible for the repair and the decisions made to affect the repair by following **PLAN**.
  + Is the repair **P**roportionate; common sense approach to the repair in terms of does it represent value for money?
  + Is it **L**awful (compliant with regulations and legislation); is the repair I am about to effect governed by regulation and legislation?
  + Is the decision **A**uditable (recorded on our system); would I be able to demonstrate the rationale used to make my decision before I go ahead?
  + Is the repair **N**ecessary (to complete the repair); have I looked at all the available options?
* Ensure your Van is clean and tidy with ease of access to tools, equipment, and van stock at all times.
* Embrace the Mountjoy ethos of “Integrity, built-in - doing the right thing even when no one is looking”.

**SKILLS REQUIRED**

* Able to use the phone or PDA to communicate effectively, explaining yourself clearly and concisely understanding what information you need or need to provide;
* Be comfortable in dealing with residents, and representatives of Portsmouth City Council. Remain professional even when issues are contentious, especially when explaining that the right repair isn’t necessarily the repair they want.
* Understand the need to complete outstanding pieces of work and deal with work, completely and in one go.
* Have an organised approach to meet the demands of Mountjoy and PCC in an effective and timely manner. To know when it is right to pull on resource and when you are able to act on your own.
* Be able to diagnose the right repair following the value steps.
* Be a team player ensuring lessons learnt, and good practices are shared amongst the team for future benefit of the service.
* Be proactive in identifying your development needs and doing something to overcome them.
* Have a practical approach to health and safety, ensuring that you and others are safe at all times.
* A problem solver and be able to work out what is a proportionate and necessary repair, learning from your previous experiences.
* Be able to self-manage and be self-motivated, prioritizing and programming work in the most efficient manner.
* Be able to use knowledge and judgement to make the right decisions and find effective solutions to problems.

**KNOWLEDGE REQUIRED**

* Be able to demonstrate you are a competent tradesperson and have the tools to do the work.
* Have the prerequisite technical, statutory, and legislative knowledge for the trades you perform for the company ensuring you keep abreast of updates and changes.
* Have knowledge of the materials and methods used in the building and maintenance industry.

**QUALIFICATION REQUIRED**

* NVQ level 2-3 in plumbing or equivalent.
* Trade based experience may be considered.

**EXPERIENCE**

* 2 – 5 yrs. experience of working in Social Housing or Building Maintenance environment.

**A full, clean current driving licence is needed so you can drive one of our vans.**