Role Profile

Role Title: Plumber

Business Area: Maintenance Team
Department/Team:
Reports to:
Direct Reports: None
Dimensions (budget, people span of control): Van Stock
Created/Reviewed date: January 2021

Role Purpose

Responsible for providing quality repair, installation and refurbishment work as required within the maintenance team. Provide exceptional fault diagnosis and good customer service in order to meet the businesses Key Performance Indicators.

Key Accountabilities

To be able to carry out general plumbing repairs and installation to a good standard, and to include but not limited to:

- **Make good boxings and tiling**
- **Remove & replace bath panels.**
- **Repair, replace or clear blockages to all types of domestic drainage systems.**
- **Make safe & installation of cylinders.**
- **Plumbing for Bathroom / Kitchens**
- **Heating Distribution**
- **Cylinders / Pumps**
- **CW Distribution**
- **Waste Water Disposal**
- **Fitting Showers**

To undertake on site risk assessments and identify any potential hazards and inform your line manager if required.

Expertise

Plumbing Qualification NVQ or equivalent or demonstrate previous significant experience in plumbing.

- Ability to work within manufacturers requirements and Industry British Standards.
- Ability to diagnose and undertake a repair works to domestic properties including specifying materials required and the ability to undertake works in accordance with training and good industry practice.
- Work within known deadlines

- Competent in the use of smart phone technology and PDAs, including the ability to send and receive email, calendar appointments, documents, photographs and for work scheduling purposes.
- The ability to communicate effectively with customers, colleagues and others daily verbally and digitally.

Complexity

- Responsibility for making routine and complex decisions using analysis, experience and expertise.
- Working within stipulated guidelines and parameters to minimise risk to the business

Impact

- Ability to self-manage and work with limited supervision.
- Ensure that all work and decisions made take into account safety of customer and colleagues
- Support colleagues and teams across the wider business as required.

Influence

- Ability to communicate appropriately face to face with colleagues and customers which may include elderly, vulnerable or challenging adults.
- Ability to deliver excellent customer service
- Promote & maintain a customer focus in line with the Aster Group Customer Charter.
- Works daily with the following stakeholders:
    - Customers
    - Planning team
    - Administration Team
    - Neighbourhood Officers
    - Out of Hours / Contact Centre
    - Housing Teams
    - Anti-Social Team
    - Emergency Services
    - Management Team
    - Contractors

Resources Management

- To accurately account for all materials used in carrying out works orders, and to maintain an adequate van stock to enable all normal minor repairs to be carried out during one visit.
- To carryout work and make decisions in a way that considers the most cost effective means of overcoming repair issues.
- Recording and updating completion of works on handheld PDA and reporting back any follow up additional works (including correct SOR is entered before completion of job)

- Ability to work collaboratively with other trades internally
- Complete all required documentation to include but not limited to timesheets, daily vehicle checks and Out of Hours,
- Adhere to Working Time Directive

General

- Promote and maintain a proactive approach to H&S in respect of yourself, colleagues and customers
- Participate in Emergency Out of Hours delivery service.
- Ensure that the Aster Group Equality & Diversity Policy is fully implemented at all times
- Comply with the requirements of the Aster Group Data Protection Privacy & Confidentiality Policy, the IT Security and Usage Policy & supporting Data Protection Framework insofar as they relate to the duties of the post
- Post holders will expect to be clean shaven to allow the fitting of a face mask for health & safety purposes. Exceptions will be made on the grounds of religion or a certified medical condition.
- Full Driving License and ability to drive a company vehicle and comply with the requirements of the Company Insurers and Aster Vehicle Handbook

Skills Matrix

Key Accountabilities - Plumber			
Plumbing Qualification or Equivalent			
Work to manufacturers requirements & industry British Standards			
Ability to diagnose & undertake repair work			
Core Role Accountabilites	Level 1:		Make good boxings & tiling
			Remove & replace bath panels
			Repair, replace or clear blockages to all types of domestic drainage system
			Make safe installation and cylinders
			Plumbing for Bathroom/Kitchen
			Heating Distribution
			Cylinders/Pumps
			CW Distribution
			Waste Water Disposal
			Fitting showers
Advanced Accountabilities	Level 2:	20	Wall tiling
		20	Patch plastering
		20	Drylining
		20	Vinyl flooring
		80	80% of level 1 of another trade

This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.