

Building homes,
independence
and aspirations



Job Profile

Job Title	Plumber (Multi-skilled)
Reports to (job title)	Supervisor (Responsive or Voids)
Job Reference No.	HOMEJD876

The job in a nutshell...

You'll be responsible for carrying out high quality, right first-time maintenance and installation works across responsive and/or void workstreams.

All aspects of plumbing will be undertaken and a multi-skilled approach to completing the whole job, aligned to recognised standards for compliance and quality.

You will deliver high levels of performance, productivity, cost-effective services aligned to the Home Group vision and values and delivered in a customer focussed way.

What success will look like...

You will work individually and as part of a team to undertake installation and repairs to hot/cold plumbing and heating installations, including sanitary-ware and drainage systems, ensuring the highest possible standards.

You will have a multi-skilled, whole job repair approach which delivers high level of individual and team performance and you will deliver recognised industry standards for compliance, quality and productivity.

Jobs will be undertaken with a "right first time" culture, delivering on our customer promise.

You will act as a role model demonstrating the Home Group values in all interactions and behaviours.

Electronic mobile technology is accurately and effectively used to record details of each individual job in real time.

You will take responsibility for your own productivity and performance ensuring you contribute positively towards the key performance indicators for the business.

You will be fully conversant with all relevant Health and Safety legislation including CDM regulations, adhering to all group risk management processes and procedures with commitment to ensuring personal responsibilities to yourself and others are being discharged.

OFFICIAL

You will be accountable for all Home Group issued equipment e.g. Vehicle, Materials, Plant and electronic equipment, including managing your own van stock and replenishments effectively.

You will be willing to contribute to service improvements and initiative and undertake any organisational and vocational training as and when required.

You will always be passionate about delivering an exceptional customer service and will work and collaborate with other team members to ensure a positive team approach.

You will be willing to participate in call-out activities as part of a rota, if required.

You'll already have these **brilliant** skills, qualifications and knowledge...

NVQ Level 2 or City and Guilds in Plumbing or equivalent qualification

Decisive fault-finding experience and knowledge within plumbing mechanical installations

Demonstrable experience of undertaking all aspects of heating and plumbing work in a maintenance environment, with a flexible approach and ability to take ownership and use own judgement and initiative.

Experience of carrying out multi-skilled work within a repairs and maintenance environment and ability to provide a one stop shop approach to completing repairs first time.

Open to learning new skills in a changing environment and utilising technology in the workplace, with ability to adapt and work well under pressure in order to meet targets and deadlines.

Evidence of continuous professional development, with a willingness to undertake any additional training as required.

Working knowledge of health and safety procedures and regulations, with experience and ability to work at height.

Committed to providing first class customer service and right first-time quality installations.

Full UK Driving Licence and willingness to participate in on-call duties and mobile working.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

CCN1, CKR1, CENWAT, HTR1, MET1, CMDDA1 fumes investigation gas qualifications

CoNGLPG1 LPG gas qualification, HWSS, relevant Solar/PV systems training/qualifications such as STHWS and Renewable energy awareness, such as air source heat pumps

H009, H004, H003 HETAS

Water Regulations

Access equipment and working at height training e.g. easi-deck/mobile elevated work platforms

Experience of using an electronic mobile device to record job information in real time.

OFFICIAL

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other **important** stuff...

You'll be a budget holder? No Yes ... up to £

You'll manage people? No Yes

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional Regular Frequent



OFFICIAL

That's when it hits home
www.homegroup.org.uk/careers