

JOB DESCRIPTION

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| JOB TITLE: | Building Maintenance Technician |
| POST NUMBER: | HB07 |
| CORE TRADE: | Plumber |
| GRADE: | F (SCP 18 to 23) |
| RESPONSIBLE TO: | Maintenance Supervisor |
| RESPONSIBLE FOR: | Impressed vehicle stock, Impressed Vehicle tools and plant, Company vehicle, Mobile working device |
| LIAISON WITH: | Maintenance Supervisors, Maintenance Surveyor, Tenants, Call Centre, Repairs Manager, Council Staff, Public and Private Sector Clients, Sub-Contractors |

KEY CORPORATE ACCOUNTABILITIES:

The post holder will supervise human and material resources and undertake repairs and maintenance work for the Council and Council Tenants, and will promote the Council's aims and objectives in the provision of a professional service.

KEY SERVICE ACCOUNTABILITIES:

1. To diagnose faults and diligently undertake all core and other trade works (see appendix A) as instructed, ensuring that the quality of work meets the highest standards and that targets are achieved.
2. To order the required materials and plant for each repair and to liaise with the stores department in arranging for materials to be in stock in order to carry out the works by the required priority date.
3. To ensure that sufficient information is available for operatives to affect a repair efficiently and to organise and supervise operatives carrying out the works including assessing risk and planning each job on site.
4. To ensure that Tenants / Officers are informed of priority dates and events affecting the repair as and when required and notify the Works Supervisor of any defects/repairs required that are found in the course of your duties.
5. Wherever possible to carry out 'trade makes good' practise to avoid unnecessary return visits to properties.
6. To carry out works in an efficient and effective manner, minimising non-productive time wherever possible and reporting to the Work Supervisor any difficulties encountered with any productivity problem.
7. Maintain accurate records of works undertaken including job tickets and timesheets and other required paperwork.

8. Be available and responsible for emergency calls during and out of working hours for any trade works as instructed.
9. To be responsible for any assigned vehicle's maintenance checks on a daily basis, reporting defects or similar to the Fleet Manager as soon as possible.
10. Maintain tools, plant and equipment in a clean and workable condition.
11. Maintain vehicle stock levels and replenish as necessary.
12. To maintain the best possible operational relationships with customers, taking all possible steps to accord with their reasonable wishes and taking account of any special needs.
13. Undertake training as identified and directed, to maintain the provision of an efficient and effective service to customers and to further personal development.
14. Ensure compliance at all times with Health and Safety legislation, other relevant legislation and guidelines and the Council's policies and procedures.
15. To deputise for the Works Supervisor as required.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

The post holder will be expected to form part of the emergency 'out-of-hours' service and associated rota.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

The post holder must comply with industry regulations and Health and Safety legislation, policy and procedures.

The post holder must comply with Risk Assessments and Method Statements / Safe Systems of Work

DATA PROTECTION:

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

EQUAL OPPORTUNITIES

The Council is committed to providing equality of opportunity, and has an Equal Opportunities Policy, which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Policy.

REQUIRED COMPETENCY LEVEL

| COMPETENCY | LEVEL REQUIRED |
|------------------------|----------------|
| Communication | 2 |
| Leading and Developing | 2 |
| Service Delivery | 2 |
| Working with Others | 2 |

Group Manager Mark Baglow - Group Manager for Building Services

Employee Name Employee Signature

Date Signed

BUILDING MAINTENANCE TECHNICIAN

PLUMBER - APPENDIX A

Skill Level 4

(Examples of knowledge and Multi Skilled Work, expected in conjunction with core trade at this grade)

Advanced skill / knowledge

- Supervisory experience
- Pre-inspection of work / fault diagnosis
- Measuring and ordering of materials
- Arranging access
- Customer interface
- City and Guilds Advanced Craft indentured apprenticeship / NVQ Level 3
- Minimum of 5 years post qualification experience
- Gas Safe registered
- CCN1 – Core Gas Safety
- CPA1 - Combustion Performance Analysis
- CENWAT - Central Heating Boilers and Water Heaters
- CSCS affiliation certified
- Heating system specification and engineering
- Reading and understanding working Engineering and schematic drawings

Multi-skill / knowledge

- Whole room tiling. Setting out and tiling around fittings.
- Construct block / brickwork up to 2m².
- Patch and repair plastering up to 2m²
- Full floor setting out and tiling – vinyl and quarry tiles.
- Drainage clearance, repair and fault diagnosis.
- Basic carpentry skills, e.g. Boarding up windows, hanging doors, floorboard replacement, lock changes
- Design and redesign on site of kitchen layouts.
- Kitchen fitting.
- Earth bonding associated with plumbing installations.
- Emergency out of hours service:
 - Fault diagnosis for all trades
 - Council representation
 - Unsocial hours response
 - Lone worker situations
- Gutter repair and replacement.
- Knowledge of regulations, e.g. building regulations, fire regulations that effect decision-making and work on site for all trades.
- Basic electrics. Isolating and removing appliances, temporary removal and refitting of pattresses, light fittings etc.
- Decoration works following repairs

PERSON SPECIFICATION

BUILDING MAINTENANCE TECHNICIAN (PLUMBER)

| | ESSENTIAL | DESIRABLE |
|---------------------------------------|--|--|
| Qualifications and Experience: | <ul style="list-style-type: none">• City & Guilds Advanced Craft / NVQ 3 in core trade• Minimum 5 years post qualification experience• Proof of competencies (see attached list Appendix A)• Gas Safe registration• CCN1 – Core Gas Safety• CPA1 - Combustion Performance Analysis• CENWAT - Central Heating Boilers and Water Heaters• Supervisor experience | <ul style="list-style-type: none">• 10 years post qualification experience• Experience in responsive repairs maintenance• HETAS registered• WIAPS qualification• CKR1 – Domestic Cookers• CCLP1 – Core LPG Gas Safety |
| Knowledge and Expertise: | <ul style="list-style-type: none">• All trade defect diagnosis• Building regulations• Health and Safety knowledge | <ul style="list-style-type: none">• Experience of social housing property repairs• Experience in writing risk assessments and safe systems of work |
| Skills: | <ul style="list-style-type: none">• Able to communicate clearly• Able to apply numerical calculations• People management• Production of no defect work• Intermediate knowledge of Microsoft Word and Excel | <ul style="list-style-type: none">• Familiar with new related technology and hand held computers |
| Personal Attributes: | <ul style="list-style-type: none">• Confident and self motivated• Drive and determination to achieve the required result• Able to lead a small team and achieve targets• Diligent• Willing to learn and develop• To show and use initiative to solve problems• Commitment to Customer care | <ul style="list-style-type: none">• Proactive approach to work• Diplomacy / ability to deal with conflict• Accept responsibility |

| | | |
|------------------------------|--|--|
| | <ul style="list-style-type: none"> • Ability to work within set targets • Committed to equality of opportunity and understanding of diversity issues | |
| Special Requirements: | <ul style="list-style-type: none"> • Full driving licence • Fit and Healthy • Ability to work at heights | <ul style="list-style-type: none"> • To live within a 12 mile radius of Tiverton post code EX16 4HQ |