



Bathroom and Wetroom Installer

Job Description and Person
Specification January 2023

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

BATHROOM AND WETROOM INSTALLER – JOB DESCRIPTION

This is a broad outline of what is expected of the postholder.

RESPONSIBLE TO: MAINTENANCE SUPERVISOR

KEY OBJECTIVES:

- To install bathrooms and wetrooms to any properties requested by The Group to pre determined specifications and timescales.
- To utilise trade skills to assist with general repairs to all properties where demand requires, to both occupied and unoccupied properties owned by The Group or our clients.
- To work flexibly to the needs of the business and our customers including customer liaison to survey and agree works.

KEY RESPONSIBILITIES:

- The duties will cover the whole of the building functions other than the following exceptions (unless they fall within the core trade of the postholder):
 - Roof construction; fitting new staircases; complicated or bespoke joinery manufacture.
 - Any Gas and Electrical work other than assisting a qualified electrician or gas fitter (unless qualified to do so).
 - Installation of tanks or cylinders; except assisting a qualified gas fitter or plumber.
 - Commission or connection to an operating solid fuel installation unless competent to do so or assisting a competent person.
- To assess the work to be undertaken to meet the agreed specification and where appropriate schedule, organise relevant materials and appointments.
- To liaise with tenants & other customers in a pleasant and courteous manner and organise and follow appointments when made.
- To work in a manner with due regard to the Health and Safety procedures of The Group and be mindful of his / her own health and safety and the health and safety of colleagues and tenants at all times.

- To be responsible for completing appropriate paper and computer records associated with work undertaken.
- To use (after necessary training) appropriate technology in order to undertake the duties of the post.
- To train and coach other trades operatives as required.

GENERAL RESPONSIBILITIES

- To assist The Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with The Group's Standing Orders, standards of probity relating to The Group's charitable status and Housing Corporation Regulation
- To uphold, as an individual employee, The Group's Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues.

THE WREKIN HOUSING GROUP

BATHROOM AND WETROOM INSTALLER - PERSON SPECIFICATION

This is a broad outline of what is expected of the postholder.

QUALIFICATIONS:

- City and Guilds qualification in one of the building trades or equivalent time served in one of the building trades

EXPERIENCE:

- Two to three years post apprenticeship experience particularly on bathroom installation and associated works

SKILLS AND KNOWLEDGE:

- Ability to undertake other building trades with the exception of those listed in the job description
- Ability to drive and be in the possession of a current full driving licence
- Ability to work unsupervised and as part of a team
- Ability to use new technology is desirable

COMPETENCIES:

Adheres to and promotes The Group's business values. Deals with customers and colleagues with commitment, integrity and respect.


Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.

Produces accurate and high quality work. Uses initiative and consults with manager where required.

Articulates opinions and information confidently and clearly. Actively listens to the communications of others.

Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.

Assists in identifying problems, offering appropriate ideas to resolve them.



Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress.

Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate.

Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.

Uses clear oral and written two-way communication to share information.