



**ADVANCED CRAFT
PLUMBER**

Job Description and Person
Specification March 2024

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

ADVANCED CRAFT PLUMBER – JOB DESCRIPTION

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

Directorate: **Managed Services Unit**
Reports to: **Maintenance Supervisor**

PRIMARY OBJECTIVE:

The primary objective of the role is to provide a quality maintenance and improvement service to all properties, both occupied and unoccupied. The maintenance / improvement duties will be mainly in the base trade of the individual but will involve working flexibly in other trades and trade inspections.

KEY OBJECTIVES:

- To provide a quality maintenance and improvement service to all properties, both occupied and unoccupied.
- The maintenance / improvement duties will be mainly in the base trade of the individual but will involve working flexibly in other trades and trade inspections.

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).
 - Commission or connection to an operating solid fuel installation unless competent to do so or assisting a competent person.
- The post holder will be expected to carry out work to the standard specified by the Group.
- 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.

PERSON SPECIFICATION

ADVANCED CRAFT PLUMBER

QUALIFICATIONS

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

KNOWLEDGE, SKILLS AND EXPERIENCE

- Two years post apprenticeship experience particularly on maintenance of domestic properties
- Ability to undertake other building trades with the exception of those listed in the job description
- Ability to drive and a 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.