

JOB DESCRIPTION

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| JOB TITLE: | Apprentice Multi Skilled Plumber |
| RESPONSIBLE TO: | Working Supervisor |
| DEPARTMENT/ SECTION: | Repairs and Maintenance Service |
| SALARY (£): | £11,382 p.a / £218.30 per week or National Minimum / Living Wage equivalent |

MAIN PURPOSE OF THE JOB

As a Multi-skilled Plumber Apprentice, you will work with the Multi Skilled Plumbers on a day to day basis undertaking predominately plumbing and heating work and repairs to CCG's occupied and empty properties, communal areas, related assets, and any other contractual works through the County and surrounding areas.

Varieties include: bricklaying repairs, plastering, carpentry, plumbing, painting etc. to the specified quality and performance.

Develop a value for money customer focused service by 'doing things right first time' and being 'true to our word' and delivering Health, Safety, Quality and Environmental (HSQE) Excellence in partnership with Customers, Staff and Service Providers.

VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities

By keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable



GWYNEDD

KEY RESPONSIBILITIES

- Deliver services consistently in accordance to CCG's code of conduct, equal opportunities and dignity at work policies and procedures within daily operations.
- To organise time and resources effectively in order to deliver direct multiskilled work and repairs.
- Assist with the development of new initiatives to service improvement.
- Contribute to CCG's environmental policy through minimising the environmental impact of the service
- To attend the designated college course and work to achieve the requirements set out by the college.
- Undertake tasks under supervision and discuss work schedules with Resource Planners, Working Supervisor, Service Managers and other trades persons, where relevant.
- Complete tasks to the relevant quality standard and ensure work is carried out within agreed targets and timescales.
- Undertake duties in accordance with CCG's service standards.
- Ensure compliance with Health and Safety legislation in accordance with CCG's Health and Safety policy and procedures and demonstrate a commitment to HSQE excellence
- To ensure personal protective equipment (PPE) is used at all times and compliant CCG identification is carried and used by you at all times.
- Be aware of site hazards and familiarise yourself with assessments and risk control methods that are in place.
- Ensure prompt attendance at pre-appointed work and attend meetings and training sessions as directed by line management.

- Assist in carrying out required personal vehicle checks in accordance with CCG's fleet policy and procedures.
- Assist in the co-ordination, planning and ordering of materials and plant for tasks.
- Ensure that the Working Supervisor is appropriately informed of completion of tasks and that maximum productivity is delivered at all times.
- Maintain the trust and support of site personnel and sub-contractors.
- Offer to assist in advising tenants in relation to standard property maintenance and advise Management about possible future service needs to ensure that all resources are adequately planned. Escalate promptly any welfare or serious mismanagement of property issues to the working supervisor.
- Ensure customer complaints, no access issues and refusals are escalated promptly to your line manager.
- Take responsibility of your own Health and Safety wellbeing whilst on site at all times
- Contribute to the achievement of CCG's performance management framework in particular key personal objectives through the appraisal scheme.
- Ensure information is used in accordance with Data Protection Act and any other legislative guidelines.
- Work as an effective member of a self managing team with a sense of collective responsibility and purpose and to provide support and advice to colleagues where appropriate.

POSITION TENURE:

- The postholder's 'on the job' training and attendance at college will be regularly reviewed to ensure progress is maintained through the apprenticeship scheme. Failure to meet the standards set by the scheme could result in the postholder's apprenticeship being terminated.
- Appointment to this post will be offered on an initial temporary 12 month contract with a possibility of extension for the remainder of the apprenticeship. As the postholder's knowledge, experience and qualifications increase, he/she will have the opportunity to apply for permanent positions with CCG.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your line manager, Assistant Director or Director

PERSON SPECIFICATION

| | ESSENTIAL/ DESIRABLE |
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| QUALIFICATIONS | |
| 3 GCSE's at Grade D or above including Welsh/English/Mathematics | E |
| Working towards a related Plumbing & Heating Vocational Qualification. | E |
| EXPERIENCE, KNOWLEDGE AND SKILLS | |
| Previous practicable experience on-site plumbing & heating works | E |
| Previous practicable experience of on-site repair & maintenance work | D |
| Committed to further training and personal development | E |
| General knowledge and understanding of current health and safety legislation with specific reference to the construction industry. | D |
| To be IT literate in the use of computers and keyboards, PDA's (palm top computer) | E |
| Good interpersonal skills and a proven ability to communicate effectively with customers and colleagues | E |
| Able to prioritise and organise own workload | E |
| Enthusiastic | E |
| Able to work accurately under pressure in a team setting. | E |
| Be able to demonstrate decision making | E |
| Being able and available to work throughout the county | E |
| OTHER | |
| Full valid driving licence | D |
| LANGUAGE REQUIREMENTS | |
| A fluent bilingual Welsh/English speaker and writer | E |