ROLE PROFILE – Plumber/ Multi

**DEPARTMENT: Fareham**

**LOCATION: Fareham**

**HOURS: 40 hours**

**SALARY: £35,150**

**Benefits:** **23 Days Holiday rising with length of service**

**Pension, Life Assurance**

**Company Van with Fuel Card**

**WHO YOU REPORT TO: Supervisor**

**SUMMARY OF ROLE**

Mountjoy Ltd is contracted to Fareham Borough Council to provide a maintenance and repair service to void properties and ad-hoc improvements to occupied properties plus day-to-day responsive repairs arising throughout normal working hours and occasionally out of hours.

We are seeking a conscientious and enthusiastic Plumber Multi Trade operative with a can-do attitude and flexible approach. Trades persons must have relevant qualifications and broad domestic experience in their core trades with additional experience and capability to complete tasks outside their core competency. The operative must maintain a professional appearance and attitude and be always polite and courteous. It is a further requirement that all operatives must pass a DBS check.

**The key activities you will undertake in this role will be:**

To maintain high client satisfaction through delivery of maintenance and repairs services ensuring a controlled and safe environment whilst working effectively and in a timely manner and balancing constantly changing priorities.

The attention to detail and ensuring that we conclude our work, with the right first-time approach to maximise and enhance our reputation with our customers, is paramount to the success of the contract.

**KEY RESPONSIBILITIES**

* Diagnose and rectify faults within core and other trades related repair requests.
* To ensure that the quality of work always meets the highest possible standards.
* Support all trades to deliver a professional and safe maintenance and repairs service.
* Respond swiftly to all emergency situations and resolve them efficiently.
* Keep the customer up to date with progress and plans.
* Undertake all work efficiently and cost effectively, minimising non-productive time wherever

possible and reporting any difficulties encountered to the Resource Controller and /or Supervisor.

* Apply applicable Health & Safety rules in all you do, using risk assessments, method statements and PPE when needed.
* Maintain tools, plant, and equipment in a safe, clean, and workable condition.
* Maintain accurate records of works undertaken with photographic evidence as necessary.
* Ask your supervisor for assistance when required.
* Be willing to work out of hours, if required, to the requirements of the client and customer.
* To work within the Mountjoy group and assist other contracts as directed by the Contract Manager as and when the business dictates.
* Always maintain your company vehicle in a clean and tidy condition and report any defects to your supervisor in a timely manner.
* Be an inclusive part of the team and be part of an on-call rota (Out of Hours)

**SKILLS REQUIRED**

* To NVQ Level 2 or equivalent experience
* All aspects of bathroom installation, including tiling
* Able to use the phone and PDA to communicate effectively, explaining yourself clearly and concisely understanding what information you need or need to provide.
* Be comfortable in dealing with tenants and remain professional even when issues are contentious, especially when explaining to tenants that the right repair isn’t necessarily the repair they want.
* Understand the need to complete outstanding pieces prior to starting in other areas
* Be able to diagnose the right repair adopting the right first-time approach
* Be a team player ensuring lessons learnt, and good practices are shared amongst the team for future benefit of the service.
* Have a practical approach to health and safety, ensuring that you and others are always safe.
* A problem solver and be able to work out what is the right repair.
* Be able to self-manage and be self-motivated, prioritising and programming work in the most efficient manner.
* Be able to use knowledge and judgement to make the right decisions and find effective solutions to problems.
* Be able to understand Mountjoy’s processes and actively engage in our culture

**KNOWLEDGE REQUIRED**

* Be able to demonstrate you are a competent tradesperson and have the tools to do the work
* Have the prerequisite technical, statutory, and legislative knowledge for the trades you perform for the company ensuring you keep abreast of updates and changes
* Being competent within your sphere of expertise

**QUALIFICATIONS REQUIRED**

* NVQ level 2-3 in plumbing or equivalent
* Must be competent in 2 other secondary skills
* Full current driving licence.
* A DBS check is required before commencement of role

**EXPERIENCE**

* Over 3 years trade experience, ideally in the residential repairs sector.
* Have a good knowledge of residential Building Regulations
* 3 years’ experience of Bathroom installations