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**Role Profile: Plumber**

**Department:** University of Southampton

**Location:** Southampton

**Hours:** 40hrs

**Salary:** £33,850

**Benefits:** 23 Days Holiday, Sick Pay Scheme, Pension and Life Assurance

**Who you report to:** Supervisor

**SUMMARY OF ROLE**

Mountjoy Ltd has an opportunity to provide reactive repairs planned preventive maintenance and project work across the University of Southampton residential halls and estates.

We are seeking a conscientious and enthusiastic Plumber with a can-do attitude and flexible approach. Trades persons must have relevant qualifications and broad commercial and domestic experience in their core trade. The operative must maintain a professional appearance and attitude and be polite and courteous at all times. It is a further requirement that all operatives must pass an Enhanced DBS.

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

A wide variety of domestic and commercial plumbing repairs in occupied student accommodation, buildings and empty rooms. The work will include; fitting of various types of sanitary ware first and second fixing Pipework, various servicing of PPM. There will also be work on unvented systems.

**KEY RESPONSIBILITIES**

* Diagnose and rectify faults within core and other trades related repair requests.
* To ensure that the quality of work meets the highest possible standards at all times.
* 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/office up to date with progress and plans.
* Undertake all work efficiently and cost effectively, minimising non-productive time wherever

Possible. 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.
* Using your PDA maintain accurate records of works undertaken with photographic evidence as necessary, reporting any difficulties encountered to the Service Manager and /or Supervisor.
* Ask your Supervisor for assistance when required.
* Be willing to work out of hours to the requirements of the client and participate on the call out rota.
* To work within the Mountjoy group and assist other contracts as directed by the Contract Manager as and when the business dictates.
* Maintain your company vehicle in a clean and tidy condition at all times and report any defects to the Supervisor in a timely manner.
* Be an inclusive part of the team
* Ensure your Van is clean and tidy with ease of access to tools, equipment, and van stock at all times.
* Embrace the Mountjoy ethos of “Integrity, built-in - doing the right thing even when no one is looking”.

**SKILLS REQUIRED**

* Able to use the phone or PDA to communicate effectively, explaining yourself clearly and concisely understanding what information you need or need to provide;
* Be comfortable in dealing with residents, and representatives of Southampton University. Remain professional at all times.
* Understand the need to complete outstanding pieces of work and deal with work, completely and in one go.
* Have an organised approach to meet the demands of Mountjoy and UoS in an effective and timely manner.
* Be a team player ensuring lessons learnt, and good practices are shared amongst the team for future benefit of the service.
* Be proactive in identifying your development needs and doing something to overcome them.
* Have a practical approach to health and safety, ensuring that you and others are safe at all times.
* A problem solver and be able to work out what is a proportionate and necessary repair, learning from your previous experiences.
* Be able to self-manage and be self-motivated, prioritizing 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.

**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.
* Have knowledge of the materials and methods used in the building and maintenance industry.

**QUALIFICATION REQUIRED**

* NVQ level 2-3 in Plumbing or equivalent.

**EXPERIENCE**

* 2 – 5 yrs. experience of working in Building Maintenance and Educational environment.