



JOB PROFILE

	Multi Skilled Operative Bathroom Fitter	SALARY	£27,179
LOCATION	Westacott Road, Barnstaple	REPORTING TO	Planned Charge Hand
RESPONSIBLE FOR	No line management responsibility		

PURPOSE OF ROLE	To install bathrooms and wet rooms to a specified standard on the planned DFG and bathroom programme
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KEY RESPONSIBILITIES

1. To complete bathroom and wet room installs in allocated time and to a good standard, ensuring good communication with relevant parties, achieving good levels of productivity
2. To manage yourself effectively to achieve the bathroom programme including good quality pre starts highlighting any issues outside of the specification, planning a programme of works, completing all paperwork such as pre starts, specifications, diaries etc, ordering materials in a timely manner and resolving everyday issues promptly
3. To comply with all Home2Home procedures and working practices
4. To comply with all Home2Home health & safety procedures including risk assessments, Safe Systems of Work and the completion of point of work risk assessments, CDM plans etc
5. To build effective relationships within the team, with other departments and customers
6. To purchase materials in line with Home2Home procedures ensuring best value for money at all times, quality of products and no delays on site
7. To drive with due care and attention of others and maintain vehicle in line with H2H procedures, complying with the Company Vehicle policy
8. To diagnose faults and rectify them in a prompt and appropriate manner

9. To fill out accurately all works order forms and time sheets in use by Home2Home and ensure all paperwork is promptly returned to the office in accordance with internal procedures
10. To accurately account for all materials used in carrying out works and to maintain an adequate van stock to enable all normal minor repairs to be effected on one visit
11. To particularly note the target dates and appointment times on works orders, planning workloads to ensure these targets are met
12. To carry out work and make decisions in a way that considers the most cost-effective means of overcoming repair issues
13. To communicate clearly with customers or, where applicable, their authorised representatives, and ensure they are informed of why repair decisions have been made and what they can expect from North Devon Homes in relation to work on their homes
14. To develop and maintain effective long term communication channels with a range of differing groups of people, including external agencies
15. To liaise closely with the Works Co-ordinators concerning the operational aspects associated with the service
16. To communicate as and when appropriate with external bodies (e.g. cleaning contractors, specialist sub-contractors and the police, where appropriate)
17. To carry out accurate repair diagnosis during inspections and inform the Works Co-ordinators of the appropriate action and, if necessary, the reason for it
18. To diagnose customer misuse or abuse of NDH property and to inform customers the Company will not necessarily carry out repairs in such instances without charging the customer. In extreme cases to ensure the relevant Neighbourhood Officer is informed of this
19. To be aware of the Company's repairing obligations and ensure repairs are diagnosed and ordered appropriately with regard to it
20. To monitor the condition of all Company owned property in the neighbourhood and inspect and report as appropriate any issues which may affect the customer's and Company's interests
21. To gain detailed knowledge of all Home2Home policies and procedures so that appropriate decisions can be made
22. To gain knowledge of policies and procedures of other departments in

order to assist customers with general queries where possible

23. To ensure all Home2Home procedures are followed in all areas
24. To actively promote Health & Safety at work and in and around The Company's properties
25. To work at all times within the Company's risk management framework
26. To be responsible for all risk management aspects of your work
27. To contribute to the identification and management of risk at both a team and organisational level
28. To assist with the induction of new Home2Home staff who will work in your team
29. To mentor trade apprentices if requested and to assist with their assessment and ongoing development. This may include attending ad-hoc office based assessment sessions with college tutors and Company staff
30. To carry out any other duties as required by your line manager and up to the Chief Executive

EMPLOYMENT OBLIGATIONS

1. General

To work in accordance with NDH's customer care, conservation and environmental policies and to promote NDH's good name and effective working relationships with outside organisations.

2. Health & Safety at Work

NDH's Health and Safety Policy and Procedures together with, where applicable, the Department's Policy Statement and all relevant Health & Safety at Work instructions are to be considered as part of this Job Description.

3. Compliance with NDH's Code of Conduct

All employees have an obligation to comply with NDH's Code of Conduct.

4. Data Protection Act 1998

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of both the Data Protection Act 1998 and NDH's Confidentiality Policy.

5. Equal Opportunities

To work in accordance with NDH Equality and Diversity Policy.

Employees shall not discriminate on the grounds of gender, race or ethnic origin, sexual orientation, marital status, creed, nationality, disability or age and shall seek to eliminate such discrimination by others to promote equal opportunities. Employees will be afforded equal opportunities in employment irrespective of disability, gender, race, religion, age, sexuality, marital status, parental status, caring responsibilities and hours of work.

6. Staff Forum

NDH has an active Staff Forum and encourages union representation for appropriate matters of staff concern.

7. Pension Scheme

NDH is a member of the Social Housing Pension Scheme (SHPS).

8. Relocation Package

NDH offers a re-location package to the value of £8,000.

9. Any Other Duties

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder is required to undertake such duties as may reasonably be expected within the scope and grading of the post. Staff are expected to be professional, co-operative and flexible in line with the needs of the post, department and the needs of NDH.

PERSON SPECIFICATION

Applications will be scored based on information provided within the application form, measured against criteria set out below.

QUALITY	
Education & Qualifications	<p>A level 3 City & Guilds qualification, or equivalent, in plumbing is a desirable but not essential requirement of the job. Post holders must be able to offer clear evidence of their competence to carry out plumbing works including:</p> <ul style="list-style-type: none">• Disconnecting and reconnecting services• Replacing ball valves and washers• Replacing taps• Replacing waste pipes, traps and wastes• Fitting new pipe work including compression joints• Fitting new toilet seats• Fitting new sink chains and plugs• Ripping out and installing bathroom suites including tiling, painting and decorating and patch plaster repairs
Experience	<p>A demonstrable trade background is essential, together with the ability to carry out the following core activities to a good standard:</p> <ul style="list-style-type: none">• Basic Carpentry such as replacing skirting board, architrave and boxing in pipe work• Wall tiling shower enclosures and baths• Painting & decorating• Patch plaster repairs

Skills & Knowledge	<ul style="list-style-type: none"> • Very well developed trade skills in the minimum of core activities as defined in the Experience section above • Knowledge of health & safety including how to carry out a suitable risk assessment prior to starting works (or willingness to learn) • Ability to plan and manage own workload to achieve deadlines and targets • Good interpersonal and communication skills, including written record keeping • Able to use mobile phone and tablet (or willingness to learn) • Specialist skills • Ability to prioritise workload • Self motivated and innovative • Flexible and reliable • Ability to make decisions with minimal supervision
Customer Service	<ul style="list-style-type: none"> • Committed to customer service • Able to carry out works to a high standard ensuring customer's homes are respected and left clean, tidy and in a good condition
Working with Others	<ul style="list-style-type: none"> • Able to work well in a team environment and be supportive of others • Able to develop effective relationships and communicate with other departments and organisations • Committed to increasing the equality of opportunity for all
Personal Effectiveness and Results Orientation	<ul style="list-style-type: none"> • Organised and committed to delivery against targets
Communication	<ul style="list-style-type: none"> • Able to demonstrate good all round communication skills

<p>Legal Compliance</p>	<ul style="list-style-type: none"> • Understanding confidentiality in relation to the business and to internal and external customers • To actively promote Health & Safety at work and in and around the Company's properties
<p>Other Requirements</p>	<ul style="list-style-type: none"> • Committed to continuing professional development • To hold a full driving licence • The successful candidate will be required to complete an enhanced DBS and barred list check

Signed:

(Employee)

(Manager)

Date