

Rykneld Homes Ltd.

Job Description

Division:	Property Services	Service:	Gas and Plumbing
Post:	Assistant Gas Plumber		
Post Number:	RH429		
Responsible To:	Supervisor		
Subordinates:	None		

Key Accountabilities

To support the delivery of gas and plumbing repairs, maintenance, servicing, improvement works and installations within domestic properties as part of Rykneld Homes' Property Services team. The post is intended for individuals who have completed, or are working towards, recognised plumbing and domestic heating college-based learning such as T Levels, Level 2/Level 3 plumbing qualifications or an LCL award in managed learning programme or equivalent, and who now require supervised site-based experience to progress towards becoming a fully qualified gas plumber. The post holder will work under the guidance of qualified gas engineers, plumbers, supervisors and managers, gaining practical experience, developing competence, and working safely within relevant legislation, regulations and company procedures. The role will also include some lone working.

Main Duties and Responsibilities

- To support qualified gas engineers and plumbers with gas and plumbing repairs, maintenance, servicing, improvement works and installations in domestic properties.
- To gain supervised site-based experience across a range of plumbing and domestic heating activities, including repairs, fault finding, installations, component replacement, servicing preparation and associated compliance tasks.
- To work alongside qualified gas engineers and plumbers to develop the practical skills, confidence and competence required to progress towards relevant plumbing qualifications and Gas Safe competence.
- To assist with domestic gas safety checks, servicing programmes and plumbing inspections, ensuring all gas work is checked, tested and signed off by an appropriately qualified Gas Safe registered engineer.
- To ensure that any gas or plumbing work supported or undertaken by the post holder is passed to the appropriate qualified person or supervisor for inspection, testing, certification and sign-off.
- To undertake allocated tasks safely and effectively, within the limits of personal competence, training and supervision, and to seek guidance where any task is unclear or outside current capability.

- To support the efficient delivery of works, minimising non-productive time wherever possible and reporting any difficulties, access issues, material requirements or productivity concerns to the Supervisor.
- To work towards experience in plumbing and domestic heating works, including repairs, servicing, installation, component replacement, leak investigation and fault-finding principles.
- To maintain positive operational relationships with customers, tenants and colleagues, taking account of customer needs and representing Rykneld Homes in a professional manner.
- To support the accurate completion of paperwork, job records, mobile working updates, gas safety documentation and relevant compliance records, ensuring information is provided promptly to qualified engineers or supervisors.
- To use mobile and handheld technology to receive, update and manage allocated work as required.
- To be responsible for any company equipment issued, undertaking pre-use checks, using equipment correctly and reporting any defects promptly.
- To undertake work in accordance with safe working practices, risk assessments, method statements, health and safety procedures, Gas Safety legislation and relevant plumbing and building regulations.
- To actively participate in training, mentoring, site learning, college or qualification requirements and any development plan agreed with the Service.
- To maintain excellent customer and client relations, particularly with tenants, colleagues, contractors and members of the public.
- To ensure vigilance in identifying any safeguarding concerns and raising them through the appropriate Rykneld Homes procedures.

General

- To carry out practical craft work paying particular attention to quality and safety.
- To carry out work in the most cost effective and efficient way.
- To support the accurate diagnosis of faults and undertake or recommend repairs as appropriate.
- To comply with instructions given by supervisors/trainers with regard to the particular trade/skills and the work of the Service.
- To identify, quantify and acquire the materials essential for completion of the work and arrange for return of surplus materials to Stores where appropriate or maintain adequate van stocks if applicable.
- To safeguard the customers property and possessions against possible damage during the works and clear away materials and rubbish on completion.
- To liaise with Managers, Supervisors, Inspectors and customers regarding the work and complete and specified documentation.
- To arrange and carry out work in such ways that the service to clients incorporates prompt action and has the maintenance of good customer relations as a priority.
- To work to targets and where possible improve on them and maintain standard performance as a minimum.
- To maintain their skills base and to be pro-active in improving these skills as and when required.
- To work individually or as part of a team.
- To participate in any new initiatives relating to efficiency and improvement of the service.
- Assist in the training and development of new members of staff as required.
- Attend any relevant training courses and conferences as required.

- To carry out all duties with an awareness and regard to Health and Safety issues and adhere to safe systems of work specified in Rykneld Homes' Ltd. Safety Policy.
- To be aware of and adhere to the Rykneld Homes' Policy on Equality and Diversity at all times.
- To adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data.
- Develop and foster positive professional relationships with colleagues and external contacts.
- Make suggestions to improve the working situation within own area of work and Rykneld Homes as a whole.
- Adhere to Rykneld Homes Ltd. standards of behaviour and Code of Conduct.
- To ensure that the services we deliver are Customer focused and responsive to local needs, demonstrating that encouraging involvement and feedback is an integral part of the service Rykneld Homes provides.
- Such other duties commensurate with the grading of the post as may be from time to time determined.
- The post-holder will be expected to comply with the Company's policies, procedures and initiatives; in particular, equality and diversity, health and safety and safeguarding.
- The post-holder will be expected to promote in a positive manner at all times.
- The post-holder is expected to be proactive in identifying how services, designs and procedures can be improved and seeking authority to implement changes which benefit the company and its customers

Key Contacts

- Customers and Service Users
- Rykneld Homes Senior Management Team.
- Rykneld Homes managers and staff.
- Council Directorates and corporate services.

Rykneld Homes Ltd.

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>1. Experience</u> Some practical plumbing, domestic heating or gas-related experience gained through college, T Level industry placement, apprenticeship, work placement, voluntary experience or employment. Experience or awareness of working in occupied domestic properties, social housing, construction, plumbing, heating maintenance or customer-focused environments. Willingness to learn from qualified gas engineers and plumbers and develop practical site-based competence.	✓ ✓	✓
<u>2. Qualifications and Training</u> Working towards, or having completed, a recognised plumbing and domestic heating qualification such as a T Level in Building Services Engineering for Construction, Level 2/Level 3 Plumbing and Domestic Heating qualification, apprenticeship standard, or an LCL award on a managed learning programme or equivalent. Basic understanding of plumbing and domestic heating principles, safe working practices, water hygiene, and health and safety. Commitment to achieving further plumbing, heating and gas qualifications required to become fully qualified, which may include an NVQ Level 3 or apprenticeship completion, ACS assessments and the supervised evidence needed for Gas Safe registration, as appropriate to the development pathway. Full driving licence, or commitment to obtaining one where required for the role. Evidence of continued learning, good attendance, reliability and positive feedback from college, placement, employer or training provider. Relevant water regulations, unvented hot water or domestic heating training is desirable.	✓ ✓ ✓ ✓	✓

Personal Skills/ Characteristics	Essential	Desirable
<u>3. Special Skills and Knowledge</u>		
Basic knowledge of plumbing, domestic heating systems and safe working practices.	✓	
Ability to use, or willingness to develop competence in using, hand tools, power tools, plumbing equipment and basic test equipment safely.	✓	
Awareness of gas safety, water hygiene, working safely in occupied homes, risk assessments, method statements and health and safety requirements.	✓	
Ability to follow instructions, ask for guidance when required and work within the limits of own competence.	✓	
Good communication skills and ability to deal appropriately with tenants, colleagues and supervisors.	✓	
Basic numeracy, literacy and ability to record information accurately.	✓	
Ability to use mobile or handheld technology, or willingness to be trained.	✓	
<u>4. Personal Qualities</u>		
4.1 Positive attitude, strong work ethic and commitment to developing a career as a qualified gas plumber.	✓	
4.2 Commitment to customer care and an understanding of its relevance when working in tenants' homes.	✓	
4.3 Commitment to equal opportunities, safeguarding, health and safety, and representing Rykneld Homes professionally.	✓	

Key

AF	=	Application Form
CQ	=	Certificate of Qualification
I	=	Interview
R	=	References
AC	=	Assessment Centre