

Leathermarket **JMB**

Job Title **Repairs Operative (Plumbing Trade)**

Salary:- L8 £33,162 to £34,986

Purpose of Job

A repairs operative will complete specified responsive repairs to Leathermarket JMB's managed properties ensuring that the JMB's repairing obligations (statutory, contractual and discretionary) are met at all times in the completion of the specified repair work. The jobs involve working in both tenanted and void properties and in all communal areas of the blocks and estates irrespective of the weather conditions. Delivery of these responsive repairs will be to a high standard and in a timely fashion ensuring the needs of the tenants are paramount. The post-holder will form an essential part of the JMB's customer focused service delivery and, as such, will always maintain the highest standards in terms of workmanship, uniform, customer care and compliance issues. The post-holder will be part of a team of Repair Operatives/Assistants directly employed by the JMB designed to deliver a more efficient and responsive value for money service than if the service were contracted out to the private sector.

Main Duties and Responsibilities:

- Carry out any and all responsive repairs as directed by the Repairs Delivery Manager (RDM) but primarily in relation to plumbing works as indicated at the end of this section. At all times recognizing the work may be carried out in customers' homes and therefore appropriate procedures in terms of dust sheets, debris clearance, safe working practices etc are to be adopted at all times.
- Acting as the Direct Labour Organisation's (DLO's) expert plumber will advise others on minor plumbing tasks they are required to perform and will train Repair Assistants on the plumbing trade.
- To identify the correct materials and tools (in terms of both type and quantity) for each job and to collect and transport materials to site ensuring that all stock/materials audit procedures are adhered to.
- Carry out any preparatory work in the JMB's stores as required. Reporting to the RDM, responsible for the JMB's storerooms in terms of use, cleanliness and tidiness, compliance with health and safety regulations, security and stock and materials.

RESIDENTS ARE THE REASON WE ARE HERE

- Liaises with office based JMB staff, residents or their representatives and outside bodies/staff to ensure appointments are kept and access arrangements are handled in a proper and timely manner.
- Review the repair work specified both before and during the job reporting back on any additional work required or the need for an alternative design solution. Also, to help diagnose and specify repair work in relation to 'inspect and report back' job tickets.
- In carrying out these peripatetic duties to ensure that all repairs needed to the JMB's block and estate communal areas are recorded and reported back to the RDM with special emphasis on compliance/health and safety issues such as communal lighting and trip hazards.
- As and when required to purchase materials and tools, to take delivery and store appropriately materials and tools and to make deliveries.
- To respond to all emergencies, including those occurring out of core hours, in an appropriate and timely fashion to ensure that conditions are made safe and damage to the JMB's stock/assets is minimal.
- Ensure that all compliance issues that come to your attention (for example health and safety, vandalism and antisocial behaviour) are identified, documented, reported and remedied in a timely fashion.
- Take responsibility for any JMB vehicle being used as part of the duties, ensuring it is driven in an appropriate manner, is roadworthy, serviced, clean and tidy. To ensure that it is used to transport personnel, materials and tools to site and to assist in the subsequent clearing of debris from site including its disposal.

Plumbing works include:

- Renew/overhaul ball valve
- Clear blockages to sinks, baths, WC's and drains soil stacks and rainwater outlets
- Overhaul domestic water storage tank
- Renew drain dock/stop cock gate valve
- Repair/overhaul/renew taps (all type)
- Remedy leaks to waste to traps, cistern, radiator etc
- Renew waste pipe/trap
- Overhaul/repair WC cistern
- Remedy frozen pipe(s)

- Renew bath/basin/water storage tank/WC/cistern complete
- Fit new s/s sink and base unit
- Renew pipework/radiators to domestic heating systems

Job Context

The post holder reports to the Repairs Delivery Manager however having a trade (Plumbing) the post holder will be autonomous in carrying out repairs on site and will be expected to work without supervision. In respect of plumbing activity the post holder will be expected to train, advise and supervise repair assistants as part of their development and also for informing the RDM of the need to replenish stores and materials. As part of the customer facing workforce, the Repairs Operative (Plumbing Trade) must maintain the highest standard of a professional tradesman at all times.

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Person Specification

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Unless stated Desirable (D) all criteria are essential. Criteria noted under experience and knowledge will be assessed at shortlisting stage and may be discussed further in any interview.

Experience

1. Being highly skilled in the plumbing trade, will have at least 7 years' experience of delivering plumbing repairs.
2. Have at least two years' experience of delivering minor responsive multi trade repairs.
2. Experience of working for a social landlord (either directly or contracted) in a demand led environment.
3. Experience of basic stock control systems, compliance regimes and the use of materials, tools and vehicles.

Education and Knowledge

1. Appropriate trade certificate/qualification
2. Completed training/obtained certificates in at least two compliance areas including basic health and safety practices.
3. Have a full driving license.

Skills and Abilities

1. Basic numeracy and literacy to enable post holder to measure and quantify repairs/materials, report back on repair specifications etc; communicate with other JMB officers, customers and outside agencies.
2. Able to lift materials and tools, climb ladders and stairs, work in confined spaces and outside in inclement weather.
3. Able to diagnose when further remedial repairs are required and quantify in terms of materials, labor and access.
4. Display highest understanding of a customer focused approach including compliance with good practice when working in people's homes and good verbal communication skills.
5. Ability to work to time scales in relation to both attendance on site and repair delivery.

6. Ability to work alone and display self-motivation.

7. Ability to train repair assistants in post holder's trade .

Date March 2020