

# Job description

## Plumber/Multi-trade

- Grade: SO1
- Reports to: Buildings services Engineer
- Direct reports: None
- Your team: Non-Housing Repairs Team
- Service area: Corporate Landlord
- Directorate: Community Wealth Building

### Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.

### Special requirements of the post

This post requires a DBS check at the appropriate level (Basic)

This is a safety critical post and will be subject to the council's drug and alcohol policy

This post is subject to the council's declaration of interest procedure

This post is designated as politically restricted

# Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

## Overview of the role

Use this section to write a short description of the role, responsibilities, and impacts. Keep it brief and no more than 100 words.

## Key responsibilities

Please list each key responsibility of the role (Maximum of 10-12 bullet points):

- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.
- To carry out Plumbing / Multi-trade works and relevant trade duties as instructed by a supervisor on Responsive, Planned, and High Value Repairs to an excellent standard upon completion.
- To plan and organise workload to maximise productive time and ensure the best service to customers. This includes dealing with urgent and emergency repairs and ensuring, as far as practicable, that all appointments and targets are met.
- To promptly inform a scheduler planner/supervisor of any unanticipated problems or delays that might impact on appointments for that day, so that work can be rescheduled.
- To provide regular updates and information to supervisor/scheduler planner team and other colleagues to assist with ordering of materials, planning and scheduling of work.
- To report any follow on or related repair works identified with the customer where these cannot be completed during the visit, providing sufficient detail to ensure an accurate 'further works' order is raised on the system.
- To maintain and contribute to the control of the impress stock and other company property held on any assigned company vehicle. To ensure the security, care and appropriate use of stock, tools, materials, plant, and equipment and any other items issued.
- To organise materials, tools, and equipment required to complete planned work and to arrange for impress stock to be replenished as needed and notify a supervisor of any difficulties.
- To identify and submit requests for non-stock items to ensure that any non-standard jobs are completed in a timely manner and notify a supervisor of any difficulties.

- To keep accurate records of materials used against a given job on the mobile device provided, only using manual documentation when systems are down.
- To use the PDA (or other electronic device as provided) to keep various records accurately, order materials, order follow on and new repair works and complete accurate paper records only where the use of a PDA is not applicable.
- To provide instruction, feedback and guidance to apprentices and trainees when required. This includes checking work undertaken by apprentices and updating the team leader on progress.

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

# Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

## Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Recognised C&G Apprentice trained in plumbing NVQ level 3 or equivalent	Essential
2	Multi-skills training to a minimum of NVQ3 or a willingness to be trained when employed by LBI	Essential/desirable
3	Blue Craft CSCS Card or have the required qualifications, capacity and willingness to complete the safety test and obtain the relevant CSCS card prior to starting employment	Essential/desirable
4	Experience of delivering high quality Plumbing in council properties using a range of portable power tools and equipment	Essential/desirable
5	Demonstrates a comprehensive awareness of good construction safety practices and the application of safe systems of work including asbestos awareness, working at heights (including safe use of ladders, step ladders and scaffolds)	Essential/desirable
6	Demonstrates the ability to organise your own workload, appropriately prioritising, ordering necessary materials and plant and working unsupervised for long periods of time	Essential/desirable
7	Demonstrates the ability to work as part of a team, taking pride in the work completed and actively contributing to the team meeting the performance targets.	Essential/desirable

8	Demonstrates the ability to verbally communicate with customers and colleagues, with the ability to answer customer queries clearly and concisely and maintaining constructive, effective working relationships with colleagues.	Essential/desirable
9	Demonstrates the ability to communicate in writing in order to maintain records of materials used, complete job sheets and requisitions, use PDAs, and follow written instructions, procedures and policies	Essential/desirable
10	Demonstrates the ability to provide the highest standards of quality and customer service, including an understanding of how to work with customers from a variety of backgrounds and with a variety of needs.	Essential/desirable
11	Demonstrates an adequate level of fitness to carry out the duties required, including the manual handling of tools and equipment, driving a vehicle, kneeling and twisting to carry out certain tasks.	Essential/desirable
12	Demonstrates a willingness to work flexibly in the interests of the service with a demonstrable ability to respond positively to new ideas and changes in working practices and procedures	Essential/desirable
13	Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people. And or vulnerable adults	Essential/desirable
14	This post requires a Full clean driving license	Essential
15	This post is a safety critical post and is therefore subject to random drug and alcohol testing	Essential

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.