

JOB PROFILE

Job Title: Plumber	
Report To: Trade Supervisor and Estimator	Date: March 2025
A. Job Purpose Adopt a positive attitude towards customer service, health and safety and welfare whilst nurturing a positive culture and ensuring full compliance with company policy and our guiding standards. The post holder will be qualified with a plumbing qualification to reflect our client and asset needs. The key activities include attendance to repairs in both occupied and unoccupied properties. Conducting general domestic plumbing in line with guiding standards. The role works across multiple clients. Work activities would be based upon demand and travel is essential to conduct tasks. A company vehicle will be provided with the role being fully agile. Work activity will depend on location and our scheduling aims to retain the work near one another and close to home. The work will be issued electronically and the use of tablet is essential for recording all information. In addition to undertaking repairs and improvement the engineer will capture core component information for clients, recording the condition to enable clients to benefit from our property assessment. The type of work will normally fall into the categories of void properties, general responsive repairs in occupied properties and occasional external plumbing activities. The post holder will have responsibility for work conducted on all components and systems owned and managed by Harbour Multi Trades, undertaking servicing and maintaining our components to meet all statutory and, customer standards.	
B. Key Accountabilities • To carry out cold water & hot water maintenance and servicing works across variable assets and customers components in line with standards. • To carry out work in a safe manner in accordance with the Health and Safety at Work Act 1974 • To maintain tools and equipment in good working order, monitoring the use of HAVi and ensuring that suitable PPE is worn to match the activity. • To participate in our on-call rota, ensuring we can respond to an emergency throughout the year. • To produce accurate service details using electronic management, use of a tablet. • To respond to points positively that are found by quality control checks (audits) carried out internally and externally and to learn from these. • To maintain vehicles in a clean condition and carry out required checks, report any defects found and keep vehicle records as required in line with our fleet policy. • To follow van stock and material ordering procedure, ensuring all stock is charged against each work order and stored safely during transit and use. • To identify and record any defects found, report parts/work required promptly and ensure that follow-up work is booked in with scheduler and customer. • To undertake any training considered relevant to meet performance standards and to maintain appropriate certification. • To ensure compliance with all relevant legislation and group procedures • To provide technical support to staff and customers. Including induction into hot water and operating heating systems with the ability to explain safe and efficient operation of controls. • Repairs to external drains, rainwater goods and • Undertake smoke detector tests and record the information through electronic transfer of data. • To ensure a customer focused approach is adopted in all aspects of the service. • Any other duties to reflect changing workloads and priorities within the group.	

C. Dimensions The age and profile of the housing and components stock is varied, owned, rented and leasehold.	
D. Additional Information Context/Environment - The post holder is expected to liaise with the planner/scheduler / supervisor to ensure the delivery of an effective service. - The post holder will be expected to assist across work activities such as planned, cyclical and major repairs and improvements as required. Problem Solving/Decision Making - The post holder will assist with asset condition data and contribute to a wider asset management plan that will contribute to our future sales programme. - The post holder must always ensure compliance with all relevant standards and policies. Skills/Knowledge/Experience - The post holder will have detailed technical knowledge evidenced by a formal/professional qualification and experience of plumbing and general maintenance. - A knowledge of all relevant Health and Safety, CDM Regs, HAVi,. Together with technical knowledge of domestic plumbing fault diagnosis and effective repairs.. - The ability to keep accurate records and to capture this information using a tablet or smart phone. - The post holder will be self-motivated and be able to communicate effectively with internal and external clients. - To work on your own initiative and to respond well under pressure within timescales. - Hold a current a driving license and maintain. Personal qualities: - Capable of working independently - Performance driven and customer focused. Working Relationships: - The post holder must have the ability to communicate effectively with other colleagues, customers, trade operatives, associated staff and external agencies. - An understanding of equality and diversity issues is essential, with a desire to do what is best for customers. - Willingness to engage in new technology, staying informed of potential changes in the marketplace and willing to train on new technology.	
Line Manager:	Employee