

MTVH ROLE PROFILE



Date: 10/08/2021

Role Title (External)	Plumber – Multi-Skilled	Directorate	Property	Location	Midlands / London
Reports To	Supervisor	Function / Team	Service Delivery – Networks	Geographical Spread	Geographical Area
Direct Reports	No	Budget Sign-Off Approval Level	Has no direct of quantifiable impact on budgets	Suitable for Agile Working Options	Yes ☐ No ☒
DBS Check Required	Yes ☒ No ☐ If Yes for DBS check, which level is needed? Standard			Driving Licence	Yes ☒ No ☐
				Insurance check required	Yes ☒ No ☐

The nature of this role means that the post holder will come in to contact with vulnerable adults who access healthcare services. To meet our commitment to providing safe, high quality services to our customers we will complete a standard check with the Disclosure and Barring Service once an offer of employment is made. A new check will be completed every three years.

Overall Responsibility:

- Undertake plumbing and repairs and maintenance work, including fire door maintenance installations and remedials (upgrades), to provide high quality, 'right first time', cost effective building services to the business and its customers
- Adhere to the Networks Safety, Health and Environment Policy at all times

Key Responsibilities and Outcomes

- Undertake pre-start risk assessments
- Visual inspection of tools and equipment to determine if fit for purpose
- Co-operate with your line manager and comply with mandatory procedures
- Notify your supervisor of issues relating to access, operations, and van stocks
- Ensure you comply with company policy, follow the Highway Code and exercise due care and attention when driving a company vehicle
- Identify and undertake plumbing and associated work as directed
- Carry out multi-skill activity (trade work not attached to your core skill) as required and within competency
- Liaise with other employees as necessary in to complete specified works
- Ensure levels of productivity and work within the required timescales / categories or to targets
- Receive, plan and complete job orders on time and to quality

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- Notify supervisor of any associated access issues
- Ensure that all relevant documentation is processed, and systems are completed in a timely manner
- Conduct work in accordance with current legislation, British Standards,
- Codes of Practice, safe systems of work and recognised industrial standards for such work, minimising damage to the fabric of the property
- Use of information systems and information technology
- Undertake essential reinstatement work as necessary to ensure premises are left in a safe secure and weather tight condition
- Ensure that vehicle stocks are maintained and accounted for
- Take a proactive approach and reasonable care for the health and safety of themselves and others who may be affected by their activities at work, including occupants, visitors, and members of the public
- Report any hazards or unsafe practices to your supervisor
- Undertake visual inspection of all tools, equipment and where appropriate vehicles ensuring they work correctly, reporting any defects. Comply with formal periodic testing checks Act in a professional manner always
- Ensure protective clothing and Health and Safety equipment provided is used correctly and when required, in accordance with risk assessments
- Ensure pre-start risk assessments are undertaken
- Co-operate with health surveillance programmes
- Ensure that all safety procedures are followed for all working at heights activities
- Follow agreed procedures when working in occupied properties to ensure resident safety and security
- Maintain a working environment that is safe and without risk to health in accordance with the Networks Safety, Health and Environment policy Maintain effective working relationships with colleagues / clients / customers and work as part of a team
- "You will undertake Out of Hours (OOH) on-call duties, as part of your role. Participation in the OOH on-call service is contractual, and you will likely be required to take part in the on-call rota as often as one week in every four (or on occasion more frequently up to one week in every two), depending on business requirements"

Personal Competencies	Skills / Experience / Knowledge
• Be aligned with the MTVH values – Dare, Care & Collaborate • Be able to adhere to company policies and procedures. • Ability to work with others as part of the team. • Good personal organisation skills and time management. • Good verbal communication skills, speaks clearly and professionally. • Demonstrates commitment to own learning and continuous improvement through learning and development. • Ability to follow instructions and ask questions when knowledge is missing.	Essential Criteria: • Qualification at NVQ 2 or equivalent • Trained to carry out fire door maintenance installations and remedials (upgrades) Desirable Criteria: • Qualification at NVQ3 or equivalent • Demonstrated ability to undertake associated trade tasks, assessed during probationary period, for example: - o Apply bonding and finish plaster up to a maximum of 2 metres square

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	- o Fix plaster board to walls and ceilings and apply skim up to maximum 2 metres square - o Renew or repair UPVC window espags, hinges and handles - o Repair or replace kitchen cupboard doors and drawers - o Ease doors - o Fit draught excluder - o Replace door handles and locks - o Remove and replace skirting or architrave - o Fit bath panel - o Fix / Grout Ceramic tiles - o Apply fungicidal wash / paint to treat areas affected by mould growth - o Fit bead around UPVC external door - o Lay up to 2 paving slabs - o Strip wallpaper - o Fix kitchen plinths - o Silicone seal around windows, doors and worktops - o Refix / renew rainwater pipe • Asbestos Awareness certificate • Ability to read Construction Drawings • Experience of working within a Social Housing environment
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General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

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This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.

Full, UK manual driving licence.