

## RECRUITMENT PACK

Be part of a team that **rises to every challenge**



Find out what it takes to join us as a **Multi Skilled Plumber**

## Multi Skilled Plumber

**£36,217 per annum**

### Overview

The overall purpose of the Multi-Skilled Plumber role is to effectively and efficiently undertake the maintenance and installation of plumbing within Valleys to Coast housing stock and other properties in a variety of disciplines working independently or as part of a team.

To work within the Organisations Equality & Diversity and Health and Safety Policy, ensuring that these are complied with throughout all activities within the scope of this role. To ensure that the highest standards of customer care is delivered in all aspects of Llanw repairs service.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with existing legislation and the organisations policies & procedures. The individual will be expected to work in a variety of maintenance disciplines to a high standard

### Key responsibilities and accountabilities

Specific objectives and deliverables will be agreed with the management team, the points below are a summary of the main responsibilities and accountabilities.

- Carry out major and minor domestic plumbing works within the responsive and voids sections of the business;
- Identify, from inspection, the materials required to carry out responsive remedial repairs or maintenance to domestic plumbing works;
- Have ability to multi-skill e.g.(kitchen installs, inc wall tiling);
- Mentoring apprentices, trainees and work placements as and when required;
- Ensuring Health & Safety compliance in all work undertaken;

- Ensuring compliance with business quality procedures and standards;
- Carrying out daily vehicle checks and reporting any defects;
- Use PDA mobile working systems as instructed and within Corporate Policy guidelines;
- Completion of job tickets and associated paperwork as and when required;
- Ensuring that vehicle is stocked correctly in order to carry out tasks;
- Be available and respond promptly to emergency call outs on a rota basis as and when required by the business;
- Ensuring that vehicle housekeeping is undertaken regularly and that all vehicle stock is stored appropriately and safely within the vehicle;
- Comply fully with Organisations work-wear requirements including PPE where required;
- Be responsible for the safe use and safekeeping of all Organisations supplied tools and plant.

In addition to your primary trade a multi-skilled operative will also be expected to be reasonably competent in other trade/trades disciplines. The operative will be expected to use these additional skills on a regular basis, as and when directed, for the benefit of the organisation. The list of potential multi-trade skills are listed below, although this is not an exhaustive list and is subject to change in line with business requirements:

Elements of Carpentry  
Elements of Plastering  
Elements of Plumbing  
Elements of Electrical  
Elements of Bricklaying  
Elements of Painting and decorating  
Elements of Roofing  
Elements of Specialist flooring  
Elements of Wall and floor tiling  
Undertaking any other duties associated with the post.

Multi skilling covers any tasks that you are competent in undertaking to meet the Organisation standard. This also includes additional skills that are gained whilst working at Llanw.

## Other

- Proactively work with cross organisational colleagues to create a high support, high challenge environment to support with the delivery the purpose of the organisation;
- Actively participate in development and seek to deliver a high performing results with a focus on effective and efficient processes and continuous improvement;
- Ensure that all work is completed to deliver excellence, efficiency, integrity, compliance and quality;
- Support in the effective delivery of the operational plan for the trade function, to demonstrate interest in the Valleys to Coast operating areas, social housing and our customers;
- Work at all times in line with Valleys to Coasts values and behaviour frameworks to ensure we are a genuinely values led organisation;
- Support and work with your colleagues in your teams and networks to deliver team and organisational objectives;
- Complete all required mandatory training and continual professional development in line with the requirements of the role;
- Take responsibility for the health and safety of yourself and others;
- Attend all health and safety training, ensuring your mandatory training is up to date at all times;
- Note the findings of risk assessments, ensuring these are adhered to at all times and that the safe systems of work are followed;
- Raise any concerns you may have with regards health and safety, ensuring that all incidents are reported;
- Carry out all other duties as may be reasonably assigned from time to time, with the level of this job description.

## What do I need to be successful?

### Knowledge and qualifications

- NVQ Level 1, and, or Level 2 Plumbing;
- A full driving licence – preferably with no or minimal endorsements.

### Experience

- Qualifications or proven experience in other trade(s) disciplines from the Job description list provided.

### Desirable

- Knowledge/ understanding of the work undertaken by a Housing Repairs Service;
- Ability to communicate in spoken/written Welsh.

### Personal qualities

- Reliable;
- Polite;
- Efficient;
- Team Player;
- Problem Solver;
- Ability to manage workload;
- Ability to understand both verbal and written technical instructions;
- Ability to lone work or work as part of a team.

No job profile can cover every eventuality which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Line Manager or Manager.

## Terms & Conditions

**Salary:** £36,217 per annum

**Working hours:** 40 hours per week, worked between our core operating hours of 8am to 6pm, Monday to Friday.

**Location:** The primary location of this role is in Bridgend, South Wales and we would expect to see you in person at least two days a week. However, effective service delivery will always come first and therefore this requirement could be subject to change.

**Annual leave:** Llanw operates an enhanced annual leave scheme and offers 25 days in addition to 8 bank holidays, a total entitlement of 33 days per complete holiday year.

This entitlement will continue to increase as follows:

- After 1 complete year of service: 26 days plus bank holidays
- After 3 complete years of service: 27 days plus bank holidays
- After 5 complete years of service: 28 days plus bank holidays

**Pension:** Flexible Retirement Plan – we'll contribute 3% more than you choose to pay in each month (minimum contribution where you pay 4%, we pay 7%; maximum contribution where you pay 6%, we pay 9%).

**Benefits:** Access to a wide range of benefits including a health care cash plan, contribution to your professional memberships, learning and development opportunities, hundreds of retailer discounts and plenty more. [Read more on our website.](#)

## Equality, diversity and inclusion

We truly value diversity, for the benefits that it brings to our organisation, our ideas and our work – as such we are committed to providing fair opportunities for employment, development and participation to everyone. All qualified applicants will receive equal consideration for this role – we will not discriminate on the basis of race, sex (including pregnancy, childbirth, reproductive health decisions, or related medical conditions), national origin, gender, gender identity, sexual orientation, disability, age, or any other legally protected status.

If you're excited about this role but feel you don't match perfectly with everything we've noted in the job description, we encourage you to apply anyway - your experiences, energy and enthusiasm may be just what we're looking for, for this or for other roles at Llanw.

### Your Application:

Apply online through our website by sending us:

- 1. Completed application form, showing your full career history**
- 2. A supporting statement, which should include:**
  - a. Why you are interested in this role
  - b. How you are a good candidate for this role
  - c. How you meet the person's specifications

There is advice and guidance on the vacancies page of our website.

- 3. Complete an eligibility form**
- 4. Attaching a CV**

We'll aim to let you know if your application has been shortlisted within two weeks of the closing date.

If you have any questions about this role, or your application, contact us at [recruitment@llanw.wales](mailto:recruitment@llanw.wales)

**Important note:** The contents of this document will be the subject of review and agreement on an annual basis by the post holder and line manager.

## Our values

Our values are our fundamental beliefs as an organisation. They are the guiding principles for how all of our people should behave and act. They flow through every part of our organisation and are what makes us special.



Value People



Think Differently



Courage to see things through

### **Value People**

We see the potential in people, those we work with and those we are here to serve.

### **Think Differently**

We try new things to improve peoples' lives and careers.

### **Courage to see things through**

We want the best for ourselves, our colleagues and the people we serve; so we speak, work and act with conviction, strength and determination.