

# Repairs Technician (Plumbing)

Don't just find a job. Feel it.



You'll complete a wide range of duties and responsibilities relating to reactive and planned works, with a particular focus on works of a plumbing nature.

## Connect with what you'll do

### In the role you'll:

- ▶ Complete installations, repairs and maintenance work with a particular focus on work of a plumbing nature, including but not limited to taps and shower valves, bathroom fixtures, shower trays, pumps and light mechanical works.
- ▶ Work collaboratively with other operatives and teams to make sure we can address and update the customer on all of their needs, not just related to the works you're there to complete.
- ▶ Always provide excellent customer service, taking the time to listen, understand and then identify the best way forward
- ▶ Identify and undertake technical work as required, including but not limited to inspections, testing, diagnostic work and installations.
- ▶ Ensure works are completed within the required timescales or to targets
- ▶ Make sure job orders are received, planned and completed on time and to quality
- ▶ Receive and handle materials in line with safety requirements, using plant and machinery where required
- ▶ Ensure any associated access issues are raised with relevant teams
- ▶ Ensure that all relevant documentation is processed, and systems are completed in a timely manner
- ▶ Carry out work in accordance with the required specifications, 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

## Connect with how you'll do it

### We're looking for someone with experience of:

- ▶ Previous experience in a similar all-round multi-trade role within occupied properties.
- ▶ Ability to undertake associated trade tasks such as plumbing, carpentry, patch plastering, wall and floor tiling, knowledge of UPVC repairs and installations
- ▶ Qualified Plumber
- ▶ Competence in planned maintenance (emergency lighting testing and inspection, tap temperature testing, expansion vessel planned preventative maintenance (PPM), extract fan PPM and general PPM duties)
- ▶ Demonstrate general engineer competence
- ▶ L8 Legionella awareness qualified
- ▶ Water regs competent
- ▶ Trade Qualification at National Vocational Qualification 2 or equivalent

### The key behaviours we expect in the role include:

- ▶ Role modelling our values: We know our stuff / We make it happen / We care.
- ▶ Communicating passionately and authentically across different channels, adapting your style for a diverse range of customers and colleagues.
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective
- ▶ Creating an environment that supports continuous learning, develops high-performing teams and delivers high levels of engagement
- ▶ Championing collaborative working across the organisation
- ▶ Being digitally savvy, learning our systems quickly and using them to deliver an amazing customer service experience.
- ▶ Effectively planning and prioritising by focusing on the things that will make the biggest difference.
- ▶ Making wise decisions and solving problems without overcomplicating things.
- ▶ Building trust by doing what you say you will
- ▶ Remaining curious to bring fantastic new ideas to your role which stretch you and improve the customer experience.
- ▶ The ability to create an environment where people feel comfortable to be themselves, treating everyone as equals and encouraging a contribution from all.