

Working for Atlas

Plumber



## Contents

### Contents

<b>1</b>	<b>Job Description .....</b>	<b>3</b>
1.1	Key Details.....	3
1.2	Job Purpose & Role.....	3
1.3	Key Duties and Responsibilities .....	4
1.3.1	Main Duties.....	4
<b>2</b>	<b>Key Relationships &amp; Stakeholders.....</b>	<b>5</b>
<b>3</b>	<b>Person Specification.....</b>	<b>5</b>
3.1	Core Behaviours .....	5
3.2	Qualifications & Experience.....	7

# 1 JOB DESCRIPTION

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## 1.1 KEY DETAILS

**Job Title:** Multi-Skilled Craftsperson Higher Level (Plumber)

**Salary Scale:** Atlas Level 5

**Business Unit:** Community Estates Team

**Responsible To:** Community Estates Manager

**Base:** Unit 9, Woodgate Park, Morecambe LA3 3PS

**Contract Duration:** Permanent

**Hours:** 37.5

## 1.2 JOB PURPOSE & ROLE

The post holder will carry out routine and complex maintenance work to various premises in Lancaster, Morecambe, Blackpool and surrounding districts. The post holder must have the ability to work effectively on own initiative as work is managed rather than supervised. This will involve working with trade groups and contractors' staff to provide an effective maintenance, repair and installation service which is responsive to user needs. This will involve the planning and organizing of maintenance activities.

The post holder is required to demonstrate a high level of cross trade flexibility beyond the boundaries of their core skills including electrical and building maintenance skills supported with in-house training.

Staff should demonstrate assessed competence or undertake training in order to achieve the above.

The postholder must also be able to undertake fault finding on complex systems and equipment using cause effect analysis and detailed examination to gain a solution.

The post holder to participate in an out of hours on-call system providing a 24 hour response.

The post requires the post holder to have a clean driving license as this position requires extensive use of the Trust vehicles. The successful applicant will need to ensure that, as a condition of

remaining in employment with Atlas, a current driving license is retained as this is crucial to the job role.

### 1.3 KEY DUTIES AND RESPONSIBILITIES

Whilst not exhaustive, the following duties represent an indication of the key duties and responsibilities expected of the post holder.

#### 1.3.1 Main Duties

- 1) To provide an effective and efficient maintenance and repair service to all plumbing installations e.g. hot and cold water services and mains distribution, gas services, boilers and space heating systems, water storage tanks, sanitary fittings and firefighting equipment.
  - 2) Installation and acceptance testing of new systems and equipment as required.
  - 3) Work in hazardous areas and confined spaces, taking all safety measures to prevent danger, avoid injury and prevent damage to equipment in accordance with Trust policy and safe working procedures.
  - 4) Ability to interpret detailed technical manuals, diagnose faults and repair specialist engineering facilities, assist in commissioning, problem solving new technical services and communicate technical knowledge to others, particularly in the safe use of equipment.
  - 5) Be conversant with the latest edition of the electrical safety code for low voltage systems for competent persons (LV)
  - 6) Actively participate in the operation of the works helpdesk, including the timely completion of work dockets.
  - 7) Undertake essential repair work and general maintenance activities at the request of the Community Estates Manager.
  - 8) To carry out Planned Preventative Maintenance inspections and commissioning tests in accordance with Trust procedures and schedules.
  - 9) The completion of maintenance inspections records and test certificates as necessary.
  - 10) Work with engineering/technical drawings and specifications
  - 11) Undertake inspections for pre-installations and investigate services which may be required for new equipment and carry out minor installation improvement work.
  - 12) To notify the Community Estates Manager, or equivalent, of any problems within Trust premises that may be of danger to staff and members of the public. To ensure that accident forms are completed and to co-operate with the investigation of any accident or untoward occurrence.
  - 13) To carry out work in accordance with risk assessments and safe working practices to conform to health & safety legislation, policies and procedures
  - 14) Responsible for health & safety, access and security when working in locked wards, health premises, learning disabilities and mental health accommodation.
- To act in accordance with BFW Management Ltd Constitution and other Codes of Conduct.
  - To participate in staff development, appraisal and training as appropriate, including continuous professional development

- To comply with BFW Management Ltd agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, the Data Protection Act, Freedom of Information Act, Financial Management Regulations and other relevant NHS and Government Regulations, Directives and area wide priorities
- To undertake any other tasks, duties and responsibilities as directed and appropriate to the level of the role subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010
- To participate in the wider development of the function and contribute to service improvement as required

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities

**Please Note:**

The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and following discussions with the post holder.

## 2 KEY RELATIONSHIPS & STAKEHOLDERS

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The post holder will:

Develop and maintain effective close working relationships and communicate regularly with a wide range of internal and external stakeholders, including:

- Client staff, across a wide range of disciplines
- General Atlas Staff across the Company

## 3 PERSON SPECIFICATION

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### 3.1 CORE BEHAVIOURS

The post holder will be expected to demonstrate certain core behaviours, namely:

**Adaptability/Flexibility:**

Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs. Is committed and flexible to undertaking a range of tasks if necessary.

Have the ability to multi-task and manage time and workload efficiently and work to deadlines,

**Customer Focus:**

Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met and responds to internal and external customers.

**Attitude & Initiative:**

Has a friendly, approachable personality, with a good work ethic.

Has excellent organisation skills and takes pride in their work, demonstrating attention to detail.

Tackles problems and takes appropriate action and practices self-development by seeking out new responsibilities, acting on opportunities and generating new ideas.

**Interpersonal Skills:**

Has good listening skills, builds strong relationships, is flexible/open-minded, communicates effectively, solicits performance feedback and handles constructive criticism.

Demonstrates professional behaviour at all times and can be entrusted with sensitive information.

Has confidence and the ability to build rapport with peers internally and externally

**Teamwork:**

Meets all team deadlines and responsibilities, listens to others effectively and values opinion. Helps to meet goals, welcomes newcomers and promotes a positive and collaborative team atmosphere.

**Self-Development:**

Seeks out and accepts feedback, is a proactive learner, takes on new assignments to improve skills, keeps knowledge and skills up to date and turns mistakes into learning opportunities.

**Gaining Commitment:**

Able to encourage and motivate others to be committed to a course of action in order to achieve goals by using effective communication.

**Behaviour:**

The post holder is expected to ensure that their behaviour is consistent with Atlas values at all times and is expected to:

- Support the aims and vision of the Company
- Act with honesty and integrity at all times
- Be a positive ambassador for Atlas
- Demonstrate high standards of personal conduct
- Value and respect colleagues
- Work with others to develop and improve the services of the Company
- Uphold Atlas's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver
- Behave appropriately and professionally at all times, particularly when representing Atlas.

## 3.2 QUALIFICATIONS & EXPERIENCE

Criteria	Essential	Desirable
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>• Plumbing Craft Apprenticeship</li> <li>• City and Guilds Plumbing or equivalent Certificate</li> <li>• Full Clean current driving License</li> </ul>	<ul style="list-style-type: none"> <li>• Legionella Combined Water Management Certificate</li> <li>• ACS Gas Certificate</li> <li>• PASMA scaffolding Certificate</li> <li>• IPAF Certification</li> </ul>
<b>Knowledge &amp; Experience: General</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise workload and meet deadlines</li> <li>• Ability to act on own initiative</li> <li>• Flexible</li> <li>• Motivated</li> <li>• Ability to work effectively under pressure</li> <li>• Ability to work with minimum supervision</li> <li>• Approachable</li> <li>• Good team player</li> <li>• Car owner / driver to enable you to undertake the Job</li> <li>• Required to participate in an on call system to provide a 24hr response</li> <li>• To work overtime at short notice</li> <li>• To be willing to work unsociable hours for short periods of time</li> <li>• Good written and verbal communications skills</li> <li>• Excellent interpersonal skills with the ability to deal confidentiality with people at all levels</li> <li>• Ability to handle sensitive situations and maintain confidentiality</li> <li>• The initiative and capability to carry out a broad range of core tasks as described in the job description</li> <li>• Excellent time management skills</li> </ul>	
<b>Knowledge &amp; Experience: Specialist</b>	<ul style="list-style-type: none"> <li>• Ability to undertake emergency situation repairs</li> <li>• Minimum of 5 years Post Apprenticeship Experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the NHS</li> </ul>