

Designation:	Apprentice Plumbing & Heating Technician
Grade:	Stroud 1
Hours:	37 hours per week
Location:	Littlecombe Depot, Dursley
Job Purpose:	To be trained to undertake the same duties and responsibility as Plumbing and Heating Operative. Contribute to developing a high quality service delivering excellence to its customers. To assist with the maintenance and upkeep of properties owned and managed by SDC.
Responsible to:	Maintenance and Voids Team Leader
Responsible for:	No Supervisory Responsibility

KEY DUTIES

- To undertake a development programme leading to a National Vocational Qualification in Property Maintenance as part of an apprenticeship and to actively participate in their own development plan agreed with their line manager and NVQ assessor.
- To demonstrate a positive, enthusiastic, committed and flexible attitude towards work, team members, colleagues and other persons.
- Recognising the importance and benefits of effective team working.
- To maintain confidentiality and discretion.
- Train to undertake work in all aspects of the servicing, repair and maintenance of hot cold water systems, drainage systems and heating systems, as well as the installation of such elements. Undertake associated works as directed by Line Manager or other designated supervising officer.
- Keep up to date with The Water Supply (Water Fittings) Regulations 1999, Gas (installation and use) regulations 1998 and any future changes which update or replace this legislation.
- Undertake as directed, a broad range of multi-skilled repair activities outside of the basic trade such as tiling.
- Assist with the diagnosis and repair of faults in domestic and commercial plumbing and heating systems, and renew plumbing fittings (sinks, sanitary ware, radiators etc.), systems or parts of systems, to the highest standards attainable.
- Carry out all duties in accordance with the relevant service standards, Acts and legislation.
- Attend regular training and technical updates as instructed by Line Manager.

SKILLS AND KNOWLEDGE

- Holds at least 4 GCSEs at Grade C/4 or higher including Maths and English
- Good written and verbal communication skills, with an eye for detail
- Competent in using computers including Microsoft Office
- Good interpersonal and customer facing skills
- Ability to empathise, maintain professionalism, display patience and politeness
- Good record keeping skills
- Good attention to detail
- Knowledge of Acts and legislation associated with the profession, including Health and Safety at Work Act 1974, CDM 2015, The Workplace (Health, Safety and Welfare) Regulations 1992, Provision and Use of Work Equipment Regulations 1998 (PUWER), Personal Protective Equipment at Work Regulations 1992

TRAVEL DESIGNATION

- Casual car user.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.