

<b>Designation:</b>	<b>Apprentice Plumbing &amp; Heating Technician (Housing Contracts)</b>
<b>Grade:</b>	<b>Stroud 1</b>
<b>Responsible to:</b>	<b>Maintenance and Voids Team Leader</b>
<b>Service Area:</b>	<b>Tenants Services</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Good general education with at least 3 GCSEs grades C/4 or above including Maths and English

### EXPERIENCE

- Experience in the use of ICT preferably including MS Office (Word and Excel)
- Proven ability to work effectively as part of a team
- Experience of working with the public

### SKILLS & KNOWLEDGE

- Good written and verbal communication skills.
- Good knowledge in using computer systems and a good knowledge of word and excel.
- Ability to work both outdoors and indoors in a range of weather conditions with the appropriate PPE.
- Ability to work both inside and outside with significant elements of work where there is exposure to noise, heat, cold under supervision.
- Ability to work calmly and courteously with difficult tenants in the face of potential rudeness or confrontation.

### PERSONAL ATTRIBUTES

- Commitment and ability to achieving Level 3 Plumbing and Heating Qualification.
- Enthusiasm for learning 'on the job' and personal development.
- Able to work as a member of a team and self manage duties when working alone.
- Able to prioritise and use own initiative in organising and undertaking tasks..
- Good practical skills with a careful and methodical approach to work.
- Good numeric and administration skills
- Ability to comply with company policies and procedures
- A polite and professional manner for dealing with customers.
- Able to work from heights and follow safety instructions.

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Hold a construction trade qualification in construction or experience of working in a plumbing or heating role.

### EXPERIENCE

- Work experience in a related field
- Knowledge of H & S legislation
- A good knowledge and understanding of Social Housing.

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

### 3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. Innovating

You will be able to seek better, more effective ways of delivering services.

### 5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.