



## JOB DESCRIPTION

<b>Job Title:</b>	Plumbing & Heating Engineer Supervisor
<b>Company:</b>	Clwyd Alyn Housing Association
<b>Department:</b>	Development & Technical Services
<b>Responsible to:</b>	Plumbing & Heating Manager/ClwydAlyn Operations Manager
<b>Qualifications:</b>	Recognised Plumbing and Heating Trade Qualification and relevant skills and experience
<b>Date of Evaluation:</b>	July 2021

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### 1. Purpose of the Post

- 1.1 To manage, lead, supervise and motivate a team of Plumbing and Heating Engineers, directly employed trade operatives, administrative staff and trade apprentices.
- 1.2 To provide an efficient responsive and cyclical maintenance service to heating and plumbing installations in the Association's, or its client's, properties.
- 1.3 To work closely with Plumbing & Heating Manager, and Operations Manager and any other relevant personnel to ensure cost and performance targets are met, risk management is maintained and controlled, and the principles of value for money and continuous improvements are being met.
- 1.4 Supervision of trade staff and contractors relating to all maintenance, repairs and improvements.
- 1.5 Ensure all work carried out is to a high standard by means of post inspections and audits, to maintain the Company's compliance.
- 1.6 To supervise ongoing development and controlled implementation of Health and Safety policy, process and practice.



## **2. Knowledge & Abilities**

In addition to the qualification requirements it is considered the post holder will have a thorough knowledge, skills and experience in respect of:

- 2.1 Carrying out heating/plumbing repairs in response to reported faults, diagnosing faults and replacing defective part's as necessary. Re-instating systems that have been disconnected.
- 2.2 Assisting the annual maintenance programme as required, including undertaking heating, servicing, checking, cleaning and replacing part's as necessary.
- 2.3 Providing technical and general reports, both written and orally, including customer feedback on maintenance issues for both current and future developments. Where necessary, identify areas of concern such as defects, repair trends etc.
- 2.4 Keeping appropriate property and file records, e.g. repair works undertaken, contact with residents, copies of invoices etc.
- 2.5 The ability and knowledge to organise, programme, co-ordinate and manage supply chain suppliers, manufacturers and installers for the effective delivery of maintenance, improvement and cyclical services on properties.
- 2.6 Knowledge and understanding of Health & Safety regulations and practical implementation on building, mechanical and electrical works.
- 2.7 Thorough Knowledge and understanding of Gas Servicing and associated regulations and compliance requirements.

## **3. Managing Others**

- 3.1 The post holder will be responsible for the supervising, instructing and motivating a team of Plumbing and Heating Engineers, directly employed trade operatives, administrative staff, trade apprentices and external contractors.

## **4. Working with Others**

- 4.1 The post holder will contribute to the effective operation of the Development and Technical Team by the provision of customer orientated services in line with Customer Care Charter.



- 4.2 The post holder will liaise with both internal and external contacts in a friendly and helpful manner, to best promote the work of the Association.
- 4.3 The post holder when required, will liaise with the Plumbing & Heating Manager, Operations Manager or Asset Maintenance Officers to agree works to be ordered, and their specification as appropriate to the relevant issue.
- 4.4 Working within a team environment, it is expected that the post holder has a thorough understanding and experience of team working within and external to the Company and working with staff and personnel from diverse disciplines.
- 4.5 The post holder will work closely with the Plumbing & Heating Manager, Operations Manager and any other relevant personnel to ensure cost and performance targets are met, risk management is maintained and controlled, and the principles of value for money and continuous improvement are being met.
- 4.6 The post holder will assist the Plumbing & Heating Manager in carrying out pre/post inspections, gas audits and customer satisfaction surveys.
- 4.7 The post holder will keep the Asset Management Officers aware of issues arising, provide detailed records of works undertaken and progress on jobs.
- 4.8 The post holder will complete time sheets, diary and absence procedures, so that the Contact Centre and the Plumbing & Heating Manager and Operations Manager is informed of the post-holder's whereabouts.
- 4.9 The post holder will attend residents and outside agency meetings as appropriate to the circumstances.

## **5. Problem Solving / Decision Making / Innovation**

- 5.1 The post holder is expected to work within defined frameworks, both internal and external to the Company and to work using own initiative to overcome and solve problems within existing broad procedure and policy direction.
- 5.2 Due to the technical and specialised nature of the work, the post requires a flexible and innovative approach to problem solving in order to assist the Company in resolving maintenance issues in a cost effective, efficient and speedily manner.



## **6. Use of Technology**

- 6.1 The post holder will effectively utilise in-house IT packages and extract relevant reports from the computer systems.
- 6.2 The post holder will be proficient in the use of diagnostic and test equipment, in relation to fault finding and servicing of heating systems.
- 6.3 The post holder will be expected to use mobile PDA or similar equipment.

## **7. Budgets & Cash Handling**

- 7.1 The post holder will keep accurate records of the ordering and use of stock and materials, to the satisfaction of the Plumbing & Heating Manager and Operations Manager and for audit purposes.

## **8. Unsociable Conditions/ Special Circumstances**

- 8.1 Attend to out of hours emergencies.
- 8.2 Be responsible for the security of the Company Vehicle provided both during and outside office hours.
- 8.3 Ensure that the Company Vehicle and equipment provided are checked and serviced regularly in accordance with the manufacturer's requirements and kept in a clean and presentable condition. Report any incidents/damages promptly to the Head of Maintenance or assistant Maintenance Manager.
- 8.4 Be prepared to apply a flexible approach to the role which will include the requirement of home start, hot desk and to work occasional evenings and weekends.
- 8.5 Be responsible for holding a set of keys and opening/locking the office if and when required.
- 8.6 If required be part of an on-call rota to assist the company to provide an emergency out of hour's maintenance service.

## **9. Core Responsibilities**

- 9.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.



- 9.2 To be responsible for the application of the Health & Safety Policy, within daily working practices, sharing a common responsibility for Health & Safety across the Association.
- 9.3 To comply with the Association's Risk Management Strategy, identifying and mitigating against risk.
- 9.4 To be responsible for the application of Equality and Diversity practices in accordance with Association policy and procedures within daily operations.
- 9.5 To comply with Standing Orders, Association Policies and Procedures and to make known to Line Managers any areas which are not adequately covered.
- 9.6 To perform any other reasonable task as determined by the Manager, Director, Deputy Chief Executive, Chief Executive or Board of Management.
- 9.7 To be the deputy responsible person for the groups Legionella portfolio.