



ClwydAlyn

Department: Maintenance

Job Overview

Plumbing and Heating Coordinator

Fixed term contract until 31st of June 2025.

- £26,140 per year
- ST Asaph & Hybrid Working
- 40 hours per week
- Monday to Friday – 8am – 4.30pm



@ClwydAlyn





Plumbing and Heating Coordinator

Department: ClwydAlyn Property Maintenance

Salary £26,140 per annum

Location: ST Asaph & Hybrid Working

Hours: 40

Work Pattern: Monday – Friday 8am – 4.30pm

Job purpose: This is a fixed term contract until the end of June 2025 however there is an expectation this will be extended but it is not something we can guarantee at this stage.

The purpose of the Plumbing and Heating Coordinator role is to plan, coordinate, and oversee all plumbing and gas works within the ClwydAlyn's Gas Servicing and Responsive & Emergency Repairs. This role ensures that all projects are aligned with targets and resources are efficiently scheduled. It involves providing resident-focused support, reflecting ClwydAlyn's core values of Trust, Hope, and Kindness, while maintaining high standards of work and gas safety compliance.

The coordinator responds to tenant and contractor enquiries, ensures accuracy in follow-up and compliance documentation, and improves workforce productivity through meticulous planning and scheduling. This role is pivotal in maintaining excellent customer service and operational efficiency within the Plumbing and Heating Department.

Qualifications:

1. You must have good computer literacy, be able to work and learn different software
2. You must have excellent customer service skills with a polite telephone manner.

Is This Role Right for Me?

This role is ideal for someone who thrives in a fast-paced environment and is dedicated to delivering outstanding customer service. To excel as a Plumbing and Heating Coordinator, you should possess strong communication skills, enabling you to interact effectively with a diverse range of stakeholders, including managers, vendors, and tenants. The ability to convey information clearly and appropriately to different audiences is essential.

Empathy is also a key trait, as understanding and addressing residents' concerns with genuine care is crucial for providing an excellent customer experience. Additionally, you should be highly organised, able to manage multiple tasks efficiently, and adapt swiftly to changing priorities. If you have a proactive approach, enjoy problem-solving, and are committed to maintaining high standards of work, this role could be a perfect fit for you.

Job Overview

Plumbing and Heating Coordinator

Working at ClwydAlyn



Working at ClwydAlyn

As a Plumbing and Heating Coordinator at ClwydAlyn, you'll play a vital role in ensuring the safety and well-being of our residents by coordinating and overseeing plumbing and gas works including, Gas Servicing, and Responsive & Emergency Repairs.

By embracing our core values of trust, hope, and kindness, you'll provide exceptional customer service and address residents' concerns with empathy and professionalism. You'll be part of a friendly and supportive team dedicated to your development and learning, ensuring you have the tools and knowledge needed to excel in your role.

Working at ClwydAlyn means being part of a company with an important social purpose, committed to beating poverty in Wales and making a meaningful impact on the community.

You'll collaborate closely with supervisors, tradespersons, and contractors, ensuring seamless communication and efficient workflow.

Why work for us – Benefits

As well as making sure staff have access to a free meal each day, other benefits include:



Health benefits

We offer a range of health related benefits including a Cycle to Work scheme, Eye Care scheme and Health Care Cash Plan.

We also offer a free and confidential counselling service to all staff.



Annual Leave

We offer 25 days plus bank holidays increasing to 30 days after 5 years' service.

Additional flexibility to buy and sell up to 5 days annual leave (pro rata).



Enhanced sickness pay

Enhanced sickness pay after 1 years service rising to a maximum of 3 months full pay, 3 months half pay.

In serious and life threatening situations we agree support on an individual basis.



Dedicated Wellbeing Support

We know that fostering high levels of wellbeing is good for people, the organisation and the communities we work within. We are committed to creating positive, flexible working environments where individuals and communities can thrive.

We have a dedicated Workplace Wellbeing Team and we provide a wide range of support and wellbeing-related benefits to support good mental, physical and social wellbeing.



Families are important

We offer 4 months full pay and 5 months half pay when on Maternity, Adoption or Shared Parental Leave.

We also offer an agile and flexible working environment to support families and carers.



Pension

Defined Contribution pension scheme with matched contributions (up to 8%) and death in service benefit 3 times your salary.



Financial wellbeing and support

We offer a range of support including access to savings and loans through a credit union, access to support from our in-house Welfare & Money Advice Team and access to a free lunch for all staff.



Learning & Development

Investing in the personal development of staff to reach their potential is our priority.

Through formal training, on the job learning, coaching and mentoring, we provide a learning environment that is supportive for each person to build skills that will help them be great in their job today but also enable them to grow a career with us for the future.



Core Functions

1. Work Coordination:

- Schedule and oversee all plumbing and gas works to ensure high-quality standards.

2. Resident Support:

- Offer resident-focused support and guidance, embodying ClwydAlyn's core values.
- Liaise with maintenance staff and external contractors, keeping tenants informed and resolving issues.

3. Administrative Duties:

- Maintain records and files for management reports.
- Ensure compliance work is scheduled and documented accurately.

4. Team Collaboration:

- Work closely with other staff, supervising engineers and contractors as needed.
- Collaborate with the Housing and Customer Contact Teams to provide maintenance advice and ensure access for works.

5. Problem Solving and Decision Making:

- Allocate appropriate time and resources for each job.
- Identify and resolve safety hazards in coordination with contractors.
- Plan and adjust for last-minute changes such as cancellations and emergencies.

6. Technology and Compliance:

- Use computer systems for housing services monitoring and record-keeping.
- Ensure compliance with ClwydAlyn's policies, especially in gas servicing and electrical testing.

Key Skills

1. Strong and confident skills using computers and computer software
2. Strong communication skills both written and verbal
3. Ability to provide excellent customer service
4. Attention to detail and ensure a high standard of work is carried out without exception.

About ClwydAlyn



ClwydAlyn was formed in 1978 as a non-charitable Registered Social Landlord and now manages over 6,500 homes and employs 760 staff. We deliver a range of housing management related services, which includes care and supported housing, development, and repair and maintenance services across North Wales (Denbighshire, Flintshire, Conwy, Wrexham, Powys, Gwynedd and the Isle of Anglesey).



Our homes and services include social family housing and single person accommodation, supported living accommodation and specialist care and nursing services, low-cost home ownership, leasehold management services and intermediate and market rented housing. The Group's turnover is £64m.

We are an ambitious Housing Association and very driven by our values and mission. We believe that it is wrong that there is still so much inequality and poverty across our region, and we know that this impacts every aspect of people's lives. We took a strong position to end evictions four years ago and we use our money and influence to do all we can to support those experiencing poverty and to champion for change across our country.



ClwydAlyn



You can What's app your CV, Audio note or Video by using the number 07881837177

or email your CV to recruitmentca@clwydalyn.co.uk

or visit our website www.clwydalyn.co.uk/work-for-us

Come have a conversation with us, we look forward to hearing from you!

GOOD LUCK