

## Person Specification

<b>Job Title</b>	Plumber
<b>Grade</b>	Band B
<b>Service/Section</b>	Occupied
<b>Directorate</b>	Housing and Safer Communities

**Shortlisting Criteria:** Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>City &amp; Guilds/NVQ (Plumbing) or equivalent extensive relevant experience.</li> </ul>	E
<ul style="list-style-type: none"> <li>Ability to accurately read technical drawings and deliver works within agreed timescales.</li> </ul>	E
<ul style="list-style-type: none"> <li>A good knowledge of handheld technology would be an advantage.</li> </ul>	D
<ul style="list-style-type: none"> <li>Good knowledge of reactive repairs. Able to carry out works to a high standard as detailed on works orders or as instructed by your supervisor/planner.</li> </ul>	E
<ul style="list-style-type: none"> <li>A good knowledge of all hand tools, power tools and plant used to carry out your work including their uses, including compliance of testing and maintenance programs.</li> </ul>	E
<ul style="list-style-type: none"> <li>Strong organisational skills, including prioritizing and effectively managing your own workload and health &amp; safety, contributing effectively to the team always focusing on customer satisfaction.</li> </ul>	E
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>You must hold a current manual full driving license</li> </ul>	E
<b>Experience</b>	
<ul style="list-style-type: none"> <li>To provide customer focused reactive repairs to our residents, with a view to achieving a first fix every time.</li> </ul>	D
<ul style="list-style-type: none"> <li>A working knowledge and understanding of reactive building maintenance is essential, maintaining a customer focused work ethic.</li> </ul>	D
<ul style="list-style-type: none"> <li>Always maintaining customer satisfaction and delivering value for money</li> </ul>	D

Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E