**Yorkshire Housing Role Profile**

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| **Job title:** | Multiskilled Plumber (Damp and Mould Team) | **Leader of others:** | No |
| **Reports to:** | Damp and Mould Team Leader | **Contract type:** | Mobile |
| **Business Area** | Homes | **Budget holder:** | No |

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| **Job purpose** |
| You’ll be a key part of YH’s strategic priority of tackling disrepair and Damp and Mould. You will work as part of a dedicated team ensuring a customer obsessed experience. You’ll deliver a high quality service. This will include all types repairs such as joinery, plumbing, general property repairs and building work completing all works to the required timescales and quality, supporting our vision to give every customer a house they’re proud to call home  You’ll have a focus on effective solutions and work with customers and other experts such as surveyors to ensure the causes of damp and mould are investigated and addressed at a property. You’ll be relentless in ensuring our customers are satisfied, feel listened to and provide confidence where Damp and Mould or disrepair has occurred that the problem has been solved or flagged.  As the face of Yorkshire Housing, you’re responsible for representing the organisation and constantly striving to deliver a service that puts our customers front and centre. At Yorkshire Housing we are constantly evolving and developing our technical expertise in Damp & Mould, therefore you’ll need to be #curious as we train, develop our DMC Team to provide the best possible service. |

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| **Key responsibilities** |
| You’ll carry out varied multi-trade works i.e. roofing, ground works, plumbing and handyworks on Yorkshire Housing homes to the agreed standards and costs, in accordance with the schedule of work allocated to you.  You’re the eyes and ears of Yorkshire Housing - you’ll constantly scan for ways we can provide a better service and allow our customers to live in a house they’re proud to call home.  You won’t walk by when you spot something that isn’t right, and you’ll make sure it’s reported to the right team.  You’ll listen to and log customers’ queries during your visit. If time allows, you’ll use your own initiative to complete additional works - making sure to notify the compliance and your team leader and flag any additional works needed.  You’ll be be courteous and professional at all times, understanding the visibility of the role and the diverse needs of our customers.  You’ll understand the impact Damp and Mould and disrepair has on our customers and ensure you listen to our customers concerns, and understand each customer is an individual with different needs in relation to their customer experience.  You’ll take accountability for the quality of service you provide, escalating to your team leader where there may be barriers to you providing this level of service.  You’ll follow health and safety regulation at all times - taking responsibility of your own health and safety as well as protecting others.  Using a portable device, you’ll record the outcome on completion of each visit, ensuring the correct information is captured.  You’ll also be responsible for making sure van stock levels are managed effectively and maintained, liaising with suppliers where needed and completing vehicle checks.  You’ll trigger the no-access process to the administration team when necessary. You’ll follow the lone-working process and other Health & safety and internal processes.  You’ll undertake required training adhering to internal mandatory training processes.  Deescalate low level complaints and/or ensure the reporting or escalation of complaints. You’ll also work with various team to resolve complaints.  You may be required to work outside standard working hours, including weekends. This will only be required as and when there is a business demand. You may also be required to cover a 24 hr call out rota for emergency works.  You’ll ensure data and reporting is accurate and provided in a timely manner to the relevant person/team.  Driving is a key element in this role, when driving any company vehicle you will be responsible for the checking of the vehicles safety and complying with our fleet policy and process.    **Of course this list isn’t exclusive and you may be asked to perform other duties that aren’t listed above.** |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Previous experience undertaking repairs in a customer facing environment – ideally you’ll have a good understanding of damp and mould, but we can provide training for this. * Experience in plumbing/building/joinery/decorating work, and ability to carry out repairs unsupervised. Usually you will have a specialist skills set in at least 1 trade with an ability to undertake other basic trade tasks. * Building, joinery and plumbing skills sufficient to be able to support current teams and carry out repairs within customers’ homes as required. * Ability to use or be prepared to learn to use tablets and smart phones, with the ability of undertaking basic IT tasks such as read and write emails, take photos and use software * You have an in-depth awareness and understanding of health and safety regulations. * Ability to learn, understand technical knowledge and curiosity. * You can use your own initiative and prioritise tasks as situations change around you. * You’re a great team player. * You’re customer focused, and passionate about providing the best service possible. * You’re willing to above and beyond to provide a fantastic service and you take responsibility for your actions, performance and decisions. * You’re always keen to develop, learn new skills and be curious. * You can work flexibly over the Yorkshire region. * Full UK driving license |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |