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Job Description

Plumbing, Gas & Sustainable Heating Team Leader

All criteria are Essential unless indicated otherwise

Responsible to: MEDRA Manager

Responsible for: Plumbers and Apprentice(s)

Overview:

- To lead, motivate and manage the plumbing team become highly efficient and responsive to be a top performing team.
- Write and present technical reports on running costs of different heating systems to the Director, and lead on the evaluation of sustainable heating systems for Medra.
- To oversee and manage all micro-regeneration oil and gas heating programmes and installations ensuring that all accreditation criteria's and certification standards are fully met.
- Ensure that all plumbing & heating related accreditations are up to date for the team ensuring compliance with all relevant legislation and the Health and safety Executive's requirements.
- To provide an efficient responsive and cyclical maintenance service to plumbing and heating installations in Barcud's or clients properties. To be responsible for the Oftec, Gas Safe and MCS accreditation.
- Ensure that all training requirements for the team are up-to-date.

Key Responsibilities – Functional:

- To lead the team line management duties
- To be responsible for the MCS paperwork which include registrations, warranties and providing regular updates to the Asset Management Database.
- To ensure that all gas & Oil and renewables are installed and maintained to the appropriate standard in line with building regulations i.e. OFTEC, Gas Safe, MCS
- Be responsible for the Annual MCS audits.
- Assists in technical plumbing / heating repairs where team members are having

difficulties with diagnosing faults and ensure that there is a limited supply of key items available in our stores for emergency breakdowns.

- Assist with the Barcud annual maintenance programme as required including heating, servicing, searching, cleaning and replacing parts as necessary.
- Provide technical and general reports both written and oral including customer feedback on maintenance issues for both current and future developments, as well as technical and costs reports on various heating systems to the Director.
- Keep appropriate records such as repair works undertaken, contact with residents, orders etc, ensuring compliance with the Renting Homes (Wales) Act 2016
- Be the main contact with the relevant utility companies, and suppliers in the event of challenges faced, calling suppliers in where there are supply chain issues and getting them resolved.
- Accurate completion of all paperwork in connection with the post of Plumbing / Heating Engineer.
- Prepare reports on installations upon request.
- Manage new Air Source Heat Pumps installation, new Gas Heating programmes and Oil boiler replacements.
- To undertake standby and voluntary overtime as required by Barcud.

Performance:

- Take responsibility for your performance to ensure that the service you provide is of high quality and compliant with legislation.
- Ensure that all works and materials are procured in accordance with Barcud's procurement strategy.
- Follow the framework of performance management and monitoring, championing best practice and a high level performance culture throughout the Association.
- Liaise with both internal and external contact in a friendly and helpful manner in order to uphold and strengthen the values of Barcud.
- Record and undertake training to improve knowledge and skills.
- Take an active role in monthly team meetings, liaise regularly with the Medra Manager and Director.

Key Responsibilities – Corporate:

- Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner, considering tenant's cultural and diversity needs are managed and identify and implement opportunities for making best use of all resources.
- Ensure that all work complies with all legal and statutory regulations along with best practice.
- Ensure that you implement the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- In all aspects of Barcud's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- To carry out such other duties and responsibilities as may reasonably be directed by the Director of Property Services or Assistant Director of MEDRA

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.



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Personal Specification

Plumbing, Gas & Sustainable Heating Team Leader

This person specification details the experience and skills for the position of Job Title at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications:

- Qualified to City & Guilds / NVQ Level 3 (recognised trade qualification).
- Qualified to work with Central heating, Water heaters, Cookers (vented & non-vented) Pipe work, unvented hot water, (formally ACOPS 1-14).
- Heat Pump Qualification (Design, Install, Commission)
- Qualified Gas Safe Engineer (CCN1).
- Experience of PV with Solar hot water
- OFTEC Approved (**Essential**).
- Qualified in design and install commissioning of heat pump systems
- Evidence of continually developing professional knowledge.
- Full driving licence.

Experience:

- Experience of being a team leader, taking responsibility for projects, and able to write concise but technical reports.
- Experience of dealing with complex and difficult situations with external agencies

and resolving conflict and performance management

- Experience of high level reporting of technical issues in an understandable manner so that evidence based and informed strategic decisions can be made
- Have at least 4 consecutive years experience of working in domestic plumbing.
- Working as part of a team undertaking cyclical and servicing contracts.
- Providing a customer focused service.
- Partake in the delivery a range of projects on time and within budget.
- Achieving challenging targets and objectives.
- Evidence of achieving excellence in review and delivery of services and commitment to continuous improvement.

Knowledge/Skills:

- Ability to identify plumbing defects and their remedies.
- Budgeting and financial skills.
- Have interpersonal skills.
- Up to date health and safety knowledge.
- Up to date knowledge of legislative frameworks and key issues relevant to the post.
- Sound knowledge of performance management and how this contributes to business success.
- Project management skills with an ability to plan, organise and prioritise effectively, in order to achieve targets and meet deadlines.
- Sound verbal, reasoning and written communication skills, with the ability to inform and educate colleagues should there be issues with an installation.
- Ability to complete paperwork (to include timesheets, servicing paperwork) accurately and to a high standard.
- Ability to communicate through the medium of Welsh. **(Desirable)**.

Leadership and Management:

- Promotes equality and diversity in all aspects of employment and service delivery.

Personal Qualities:

- A strong commitment to high quality customer service.
- Adopts a flexible approach to the requirements of the job.
- Adapts positively to change.