



Job Description	Apprentice Plumber
Reports to	Senior Site Manager
Version No.	1
Date	March 2021
Location	Newtown (Travel required)

Purpose of role

To assist with the repair, maintenance and installation of plumbing systems in domestic and commercial sites as required by the business.

Main duties and Accountabilities

- Use your plumbing skills to assist with a wide range of works from a pre-allocated appointment system, ensuring that they are completed in accordance with relevant guidelines and regulations.
- Assist with installing, repairing and maintaining plumbing systems including bathrooms, heating systems, water supply and drainage.
- Reading blueprints and drawings to understand and assist with planning the layout of plumbing, waste disposal and water supply systems.
- To adhere to manufacturer's instructions when assisting with servicing, repairing or installing plumbing systems and appliances.
- Maintain a clean, safe working environment at all times for yourself and your colleagues, moving and disposing of debris as required and storing tools securely when not in use.
- Set up and maintain tools both for your own use and for colleagues
- Liaise with customers to undertake work in their properties in a timely and convenient manner
- Ensure the company vehicle is stocked correctly in order to carry out tasks
- Ensure that vehicle housekeeping is undertaken regularly and that all vehicle stock is stored appropriately and safely within the vehicle
- Attend college as part of the apprenticeship in order to gain an industry recognised Plumbing qualification (Attendance usually required on a weekly basis).
- Undertake training to improve knowledge and skills and complete certifications as required by regulations.

- Represent the company positively at all times in accordance with the company Code of Conduct, building a positive relationship with customers.
- Carry out such other duties and responsibilities as may reasonably be directed by Management.

Customer Services

- To provide excellent customer service to internal and external customers.
- Ensure regular contact with the customer throughout installation appointment.
- Liaise with both internal and external contacts in a friendly and helpful manner in order to uphold and strengthen the values of EOM and the wider Barcud Group.

Communication, Collaboration & Team working

- Promote close communication with colleagues.
- Assist colleagues to support the delivery of excellent services.
- Work collaboratively with colleagues across the Barcud Group to ensure a joined-up approach to service delivery.
- Establish and maintain good relationships with colleagues, suppliers and customers.

Planning & Organising

- Manage own time to ensure that personal objectives are achieved.

Administration

- Be responsible for all own personal administration, ensuring data is held and processed in line with GDPR regulations.
- Maintain both manual and computerised record and filing systems in line with internal processes and audit requirements.
- Use the appropriate technology as instructed by management.

Health & Safety

- Take responsibility for own Health & Safety.
- Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner.

Generic

- Take responsibility for own personal development.

- Foster a climate of continuous improvement, participating in service improvement projects as and when required.
- Actively promote the Barcud Group's Welsh Language scheme, and be aware of and act in accordance with the requirements of Equality & diversity legislation.
- Be aware of, and act in accordance with, the Group's Confidentiality Policy, and the requirements of the Data Protection Act.
- Promote a positive image of EOM and the Barcud Group.
- Undertake any other duties commensurate with the level of the post as required by the company.

Signed by member of staff:

Date:

Signed by Line Manager:

Date: