



Job title	Craftsperson – Multi trade - Fitter/Plumber	Job family and level	O&F Level 3
School/ Department	Estates	Location	All University sites

Purpose of role

To work as part of the Estates Maintenance Services Team contributing to the delivery of maintenance, installation and compliance services across all University sites.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Maintenance <ul style="list-style-type: none">Undertake planned and reactive maintenance and compliance tasks to the University's mechanical building services and other plant and equipment across the Estate. All works to be carried out in an efficient, cost effective and skilled manner.Liaise with customers to ensure maintenance is carried out as per client expectations.Work co-operatively with other sections of the Estate Office, University Faculties, external contractors and service providers.Complete tasks in accordance with current Health and Safety legislation and Health and Safety policies of the University and Estates.Ensure any departmental vehicles used as part of the role are maintained and in a roadworthy condition.	65%
2	Installation Carry out first and second fix plumbing, mechanical and associated building works to specification, as instructed, either individually or as part of a team	20%
3	Record Keeping <ul style="list-style-type: none">Complete documentation pre and post task to ensure task is undertaken safely and records of work undertaken are accurate.Interact with supervisors and the Estates Help Desk to ensure that records are kept up-to-date including the use of mobile devices to record task details.	5%
4	Health & Safety <ul style="list-style-type: none">Accept a duty of care for all persons working with the Craftsperson or persons within any site area.Be pro-active in identifying and reporting any building Health & Safety Hazards, and working to make areas safe if possible.Be fully conversant with and competent to use all systems and equipment relevant to the area of work.Adhere to Health and Safety and COSHH Regulations.	5%

	<ul style="list-style-type: none"> Adhere to all relevant internal University and external policies, procedures, standards and codes of practice. 	
5	Training <ul style="list-style-type: none"> Undertake training to achieve multi-skilled status. Utilise training and development required for the post to enhance working skills and knowledge to improve service delivery. 	3%
6	Any other duties appropriate to the grade and role of the person appointed.	2%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Ability to read and understand technical literature ▪ A practical level of IT skill, familiar with tablet devices ▪ Actively seeks to develop self ▪ Ability to understand University policies and procedures ▪ Adaptable ▪ Attention to detail ▪ Concentrates attention and activity on customer ▪ Effective communicator ▪ Seeks explanations and solutions ▪ Ability to understand University policies and procedures 	<ul style="list-style-type: none"> ▪ Experience of working within a building services maintenance environment in a large organisation ▪ Multi-skilled or trained/qualified in a secondary building service discipline ▪ An understanding of risk assessment and the drafting of risk assessments ▪ Lifting and handling course ▪ Ability to work at heights and in a variety of different environments (hot, cold, humid, confined locations) as required
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of working within a mechanical /plumbing services maintenance environment ▪ Demonstrable relevant post qualification experience ▪ Thorough understanding of the operation and repair of heating and ventilation systems ▪ Ability to undertake tasks with the minimum of supervision or as part of a team 	<ul style="list-style-type: none"> ▪ Multi-skilled or trained/qualified in a secondary building services engineering discipline ▪ Ability to interrogate BMS system to identify, diagnose and rectify plant faults ▪ An understanding of the preparation of method statements ▪ An understanding of risk assessment and the drafting of risk assessments ▪ Lifting and handling training ▪ Basic electrical skills course ▪ Knowledge of steam systems and/or high pressure hot water district heating schemes ▪ Knowledge of renewable technologies in building services such as ground/air source heat pumps, biomass boilers, etc.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ NVQ 3 or equivalent in an appropriate building services engineering discipline such as Heating Engineering, Plumbing and fitting with mechanical systems (knowledge and experience) or NVQ 2 or equivalent with relevant experience in Plumbing or Heating ▪ Must hold a full, current driving licence ▪ Good level of numeracy and literacy 	Qualified first aider



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people	Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
Taking ownership	Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as H&S, EDI and other considerations.
Forward thinking	Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
Professional pride	Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
Always inclusive	Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

