

JOB PACK

Plumber

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5 day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Working Pattern:	Your normal working pattern will be 37 hours per week between the hours of 8.00am & 4.15pm, Monday to Friday, with an earlier finish on a Friday.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities and much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	<p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs</p>
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

We have an established and dedicated team of 600 employees within our Asset Management department.

Our team prides itself on investing in our own people to deliver first class property based services across the Group, covering a broad range of disciplines from reactive, planned and grounds maintenance to property refurbishments, estate services, building safety and compliance.

You will be welcomed in to a committed and passionate team, with a key focus on professionalism and working together.

Role Summary

The successful candidate will join the Jigsaw Asset Management Team. The plumbing role involves the maintenance of the Group's properties. You will diagnose and repair faults to domestic plumbing and heating systems, order parts and complete works on time and to resident satisfaction.

Responsible To - Operations Manager

Responsible For - Apprentices and Improvers when required

MAIN TASKS OR ACTIVITIES

1. Diagnose and repair faults in domestic plumbing systems, and renew plumbing fittings (sinks, sanitary ware, radiators etc), systems or parts of systems, to the highest standards achievable.
2. Carry out repair or renew rainwater goods, waste pipes, blocked drains and tiled areas in bathrooms/ kitchens.
3. Advise the Operations Manager of any work which cannot be completed during that visit. Promptly complete records of work completed or delayed due to no access, awaiting materials or any other reason.
4. Be pro-active in sourcing materials to enable timely completion of tasks
5. Assist other members of Asset Management in the execution of work requiring more than one operative.
6. Show ability and willingness to learn new skills as the demands of our customers and technology changes.
7. Help and work with residents regarding property issues, arranging appointments with the planners as and when required.
8. Report any incidents of concern regarding residents using the concern cards which are provided.
9. Report any instances of damage caused to residents property to your Manager.
10. Effectively communicate with other staff members, residents, contractors etc either over the telephone, by e-mail or in person.
11. Carry out all duties in accordance with Health and Safety requirements.
12. Attend regular training and technical updates as required.
13. Provide cover for team members when they are absent from work as and when required.

14. Supervise and coach trainees when required.
15. Take all reasonable steps to prevent damage to tools and equipment and the possibility of theft.
16. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.
17. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
18. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors, commensurate with the position.

Candidate Requirements

Candidate Requirements:

- Hold a recognised craft level qualification or equivalent
- Ability to climb ladders / work at heights
- Experience of receiving/collecting materials and plant hire
- Awareness of Health and Safety consideration
- Appreciation of the customer service skills required within this role
- Full, valid UK Driving Licence

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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