

JOB PACK

Gas Engineer / 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 rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
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 with an 11% combined contribution with the option to increase.
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 company sick pay, on-site gyms, access to our cash back health plan membership, access to Perkbox, our benefits platform giving you access to hundreds of retail discounts, cashback offers and rewards, enhanced maternity/paternity leave, training/development opportunities plus 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 four-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:	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. Further information about the disclosure can also be found at **www.homeoffice.gov.uk/dbs**
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

The successful candidate will join our established and dedicated team of 600 employees in our Asset Management department.

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

You will be welcomed into a committed and passionate team, which prides itself on professionalism and working together.

Role Summary

As one of our dedicated and skilled Gas Engineers/Plumbers within our in-house team, interacting with our customers is key and approaching and building trust with our residents when working in their homes is paramount.

Your skilled work in this role will be vital in keeping our residents and our homes safe and in good condition.

You will be part of our dynamic and diverse Gas & Plumbing teams who pride themselves on delivering well trained and knowledgeable technicians.

You will carry out a wide range of domestic gas tasks (including responsive repairs, servicing, and boiler installations) and plumbing tasks (including repairs and installations), ensuring all work is carried out to the highest standard in terms of compliance and quality.

Your passion for quality and efficiency will help to maximise the performance of our essential, customer facing services.

We will offer you a comprehensive training programme, company vehicle and all the necessary tools and equipment to enable you to work successfully.

Responsible to - Voids Manager / Gas Manager

Responsible for - Apprentices and Improvers when required

MAIN TASKS OR ACTIVITIES

1. Carry out gas servicing, boiler/central heating repairs and plumbing repairs & installations to the Group's managed properties.

2. Assess options for repair and/or replacement in the most appropriate manner. Take responsibility for quality of finished job, life expectancy of repair, and quality of service to customer.

3. Help and work with residents regarding property issues, arranging appointments with the planners as and when required.

4. Report any incidents of concern regarding residents to the Responsible Manager immediately.

5. Report any instances of damage caused to resident's property to the Operations Manager.

6. Effectively communicate with other staff members, residents, contractors etc either over the telephone, by e-mail or in person.

7. Assist other members of the Maintenance Team in the execution of work requiring more than one operative.

8. Use, maintain, clean and store all tools, equipment, vans and first aid boxes etc., provided by the Group, in accordance with manufacturers/supplier's instructions. Bring to the attention of the Manager any items which are damaged, unfit for use, or need servicing immediately.

9. Order, collect and take delivery of materials and plant hire equipment required for completion of maintenance work.

10. Attend regular training and technical updates as required.

11. Carry out all duties in accordance with Health and Safety requirements.

12. Provide cover for team members when they are absent from work as and when required.

13. Supervise and coach trainees when required.

14. Participate in the Gas Out of Hours Rota.

15. 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.

16. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.

17. 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:	• Up to date and relevant ACS certificates or equivalent • NVQ Level 2/3 in plumbing/gas or equivalent • Post training experience in the construction/maintenance industry • Experience in the repair and commissioning of domestic heating systems • Ability to climb ladders and work at heights • Up to date knowledge of relevant legislation and regulations • A 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.



Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG

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