

JOB PACK

Apprentice 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 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.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and 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 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.
Medical Clearance:	In addition, any offer is subject to a medical clearance from our Occupational Health Provider before appointment.
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

Asset Management Department

To assist and carry out general plumbing repairs across the organisations housing stock in both void and tenanted properties, working alongside other trade technicians.

Role Summary

Working as part of the Maintenance team your responsibilities will include; undertaking plumbing repair and maintenance tasks. As your skills and knowledge increase you will undertake fault finding and diagnosing heating repairs along with more complex plumbing tasks.

Full training and support will be provided.

Responsible To - Plumbing Manager

MAIN TASKS OR ACTIVITIES

1. Commit to your learning agreement by attending college when required and completing all work in relation to your Apprenticeship.
2. Assist with the diagnosis and repair faults in domestic plumbing systems, and renew systems or parts of systems, to the highest standards achievable with supervision.
3. Assist other members of the Maintenance Team in the execution of work requiring more than on operative.
4. Use, maintain, clean and store all tools, equipment, vans and first aid boxes etc., provided by the Group, in accordance with manufacturers/suppliers instructions. Bring to the attention of the Plumbing Manager any items which are damaged, unfit for use, or need servicing immediately.
5. Report unsafe working conditions to a Manager immediately and do not start work on the job unless instructed to do so by a Manager.
6. Report any incidents of concern regarding tenants and residents to a Manager immediately.
7. Clear all work areas and remove rubbish after completion of work.
8. Report any instances of damage caused to tenant's property to the Plumbing Manager.
9. Effectively communicate with other staff members, residents, contractors etc. either over the telephone, by e-mail or in person.
10. Carry out all duties in accordance with relevant legislation affecting the construction/maintenance industry, and in particular, the health and safety legislation within the parameters of the tasks and duties.
11. Attend regular training, toolbox talks and technical updates as instructed by the Group within the parameters of the tasks and duties.
12. Help provide excellent customer service by being an effective team member and ensuring that all Group policies and procedures are adhered to.
13. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with Group policies and procedures.

14. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
15. Carry out any duty which may be, from time to time, requested by the Operations Director - Asset Management, Head of Operations, Group Director of Asset Management or Chief Executive, commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- Qualifications demonstrating sound literature & numerical skills (e.g. GCSE English & Maths or equivalent)
- Ability to work in a team and listen to instructions
- Ability to work within all relevant health and safety legislation, procedures and company rules.
- Ability to communicate with others appropriately
- Ability to work using own initiative
- A positive and responsive attitude to change

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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