

Job Profile Information: Multi skilled Engineer (with plumbing bias)

This supplementary information for Multi skilled engineer is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 1.

Role Purpose:

To carry out building repairs, planned preventative maintenance, renewals, and replacements within a range of trade / engineering disciplines with a plumbing bias. The works will range from routine reactive repairs, planned maintenance / statutory testing and installation works. Works are primarily to Camden offices , children's centres, libraries and depots but will include other adhoc Council owned properties. All works to be carried out in accordance with best trade practice and current standards and regulations.

To carry out works to a consistently high standard of quality and customer satisfaction and complete works 'Right First Time'.

Maintenance work requires an adaptable approach to be taken in the delivery of services to the service customers. The post-holder will be required to use their skill and judgement in diagnosing issues with compliance and building faults to determine the best solution to resolve repair problems.

Example outcomes or objectives that this role will deliver:

- To undertake plumbing / mechanical bias repair and planned preventative maintenance activities to commercial type properties in an efficient and responsive way.
- Ensure that buildings meet statutory compliance and all works compliance with current relevant regulations and standards to areas within post holder's responsibilities
- Diagnosing the causes of building faults and defects to identify the most appropriate solution to be applied. Take account of the need to reduce repeated faults and visits and ensure the most cost-effective solution is applied under the circumstances.
- Responsible for completing repairs in keeping with "Right First Time" principles and ways of working.
- Responsible for ensuring that any follow-on or related repair works are identified, co-ordinated and planned in, where these cannot be completed during the first visit.
- Providing excellent standards of customer care, communicating at all times with the customer and colleagues on progress of works and acting as an ambassador for the Camden FM service and the Council.
- Ability to working alone, manage and schedule own workload independently with minimal level of supervision, taking ownership and using initiative to resolve defects and problems
- Accurate and efficient completion and use of electronic device used for works management, including procurement of materials and completion of relevant building logbooks in connection with the works carried out.

- To assist with snagging and identifying defects following works of 'others.
- Ensure works follows correct processes in relation to SLA's of individual sites.
- Ensure safe methods of working and full compliance with health & safety regulations are met at all times. Maintaining up to date knowledge and understanding of current standards, regulations and best practice appropriate to your specialist trade, including but not limited to.
 - Safeguarding
 - Lone working
 - Asbestos awareness
 - Legionella
 - Water Regulations
 - Working at heights
 - Manual handling
 - Control of Substances Hazardous to Health (COSHH)
- Responsible for the use, storage and safe keeping of plant, materials and other consumables ensuring waste is minimised.
- Responsible for the use of a Council vehicle, where allocated, and to ensure the vehicle is used in accordance with the Council's policy and procedure.
- Provide innovative value for money solutions to reoccurring issues and buildings that are not performing effectively.
- Assist the Team Supervisor in appraising and supporting the development of apprentices.

People Management Responsibilities:

The role does not have any staff management responsibilities; however, the post holder is required to take part in appropriate and relevant mentoring, training and development to support and develop him/herself and colleagues.

- Responsible jointly for the work of the Property and Contracts team within the context of the Camden Way: by taking a lead in delivering services for the people of Camden, working as one team, taking pride in getting the work right, finding better ways to deliver results and taking personal responsibility.
- Responsible to account for all Council owned equipment, materials, plant, and consumable items used, this is to be done through ensuring all material stock processes are adhered to and are fully auditable.

Relationships:

- Team working is an essential part of the role. The post holder is expected to make a positive contribution to support the continuous improvement of the service. This includes actively identifying ways to eliminate waste, improve efficiency and reduce the costs of running the service and buildings.
- The post holder will be expected to have a thorough understanding of other job roles and how his/her actions impact on the customers and affect the efficiency and smooth running of the service.
- The post holder is required to take a flexible and positive approach in delivering the service with a willingness to assist from time to time in areas not directly connected with the main duties and responsibilities of the post.
- The postholder liaises regularly with internal and external stakeholders. A high level of customer service is required, and the post holder is expected to be able to liaise with office staff at all levels including Site officers, business managers and property managers. There is also liaison with and specialist contractors on a regular basis and occasionally consultants.

Work Environment:

- The post holder is required to work within offices, depots, libraries, children's centres and other Council properties to undertake repairs, maintenance and installation works.
- Work will be required within plant rooms, roofs, offices, classrooms, washrooms and all areas within a property / site. They will be also be required to visit the main administrative offices and meet with colleagues and other stakeholders.
- The post holder will work independently and take ownership to resolve plumbing and building problems with minimal levels of supervision
- The postholder will need to wear personal protective equipment at all times during their works and the role may involve working from heights including from ladders, trestles, hoists, platforms, scaffolds and the like.
- The post-holder will be required to work in an 'agile' way in line with Camden's policy of a paperless and flexible work environment.
- The postholder will operate within a complex and occasionally sensitive framework, and confidentiality and discretion must be observed at all times.
- Demand for repairs can vary considerably and at times of high demand staff may be required to work additional hours to their normal working hours in order to meet the needs and requirements of the service.
- All employees have a responsibility to ensure the health and safety of persons at work, customers, service users and members of the public in premises or sites controlled by the Council. The method of achieving this will be by input into provision of safe systems of work and receiving information, training and instruction as necessary to achieve these objectives.

Technical Knowledge and Experience:

- Technically qualified engineer, with appropriate trade qualifications in relation to plumbing and water hygiene (legionella and WRAS Controls & Regulations)
- Previous technical experience in a relevant technical role.
- Excellent interpersonal and good relationship building skills and working within a customer focused service.
- Relevant experience of working in the building/mechanical engineering industry in schools / education and public environment.
- Practical experience and knowledge of maintaining, repairing and installing the following:
 - General water systems i.e. WC's, urinals, sinks, water fountains, showers etc
 - Technical complex water distribution systems for hot and cold water including thermostatic mixing valves, Calorifiers, Cold water storage tanks (commercial sizing)
 - Rainwater harvesting systems
 - Hot water cylinders and pressure vessels
 - Commercial pumps – heating and cold water
 - Radiators
 - Valves and actuators on heating systems
 - Expansion vessels
 - Heating and cold-water controls units
 - Strainers on heating systems
- Good working knowledge of BMS and control systems
- Ability to manage water hygiene requirements including problem solving complex noncompliance issues, overview and monitoring of all related processes.
- Working as part of a team undertaking cyclical and servicing contracts in a multi skilled environment.
- Ability to carry out other minor craft works
- Proven ability to diagnose and rectify any associated faults in a cost-effective way.
- Clean driving licence.
- Excellent interpersonal skills including influencing and negotiating skills.
- Must be able to use IT equipment including handheld technology (PDA's to receive work and input data) and PC's, should be literate in use of MSWord and or facilities management applications
- Ability to innovate and take initiative yet be a team player.
- A clear understanding of how to further Camden's objectives in respect of equality and diversity.
- Able to work independently using own initiative to resolve problems and defects seeking guidance when appropriate.
- Plumbing and drainage
- Undertake Air condition PPM and reactive.
- Undertake extraction fan PPM and repairs.

- Air handling AHU systems PPM and reactive.
- All air-condition repairs and fault finding
- Wet Trades - Plastering, Tiling, Paving, Bricklaying, Painting & Decorating
- Glazing Physically fit to carry out all manual tasks associated with the work.
- Knowledge, understanding and commitment to the principles of Health & Safety at Work
- Knowledge and understanding of the sequencing of building maintenance work and understand potential end user impact of works.
- Demonstrate an understanding of and commitment to the Council's equal opportunities policy as it relates to the nature of the post .
- Good oral and written communication skills
- Ability to work with minimal supervision and manage own time effectively to meet service timescales and objectives.

Qualifications:

- City and Guilds 6035 - 03 Plumbing Craft or equivalent NVQ Level qualification
- Any other mechanical training relevant to the role
- Water hygiene regulations & Legionella training
- Certificates of attendance in Health & Safety training relevant to the role.
- The post requires a clean and valid driving licence.
- PASMA
- Hot water pressure course.
- AC City and Guilds level 2F gas and ODS regulation Cat 1
- AC City and Guilds 7189-207 testing and fault finding
- Certificate in split air conditioning system installation and commissioning
- City and guilds 2079 F gas
- City and Guilds 2081 split AC heat pumps

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>