

Role:	Plumbing & Heating Engineer
Location	Dublin
Job Title	Plumbing & Heating Engineer
Reporting to	Field Supervisor
Contract	Permanent
Salary	€ 46,020
Probation	6 month
Hours	37.5 Hours Monday-Friday
Leave	22 days (+closed 3 designated days Christmas week)

Clúid Housing is a progressive and dynamic not-for-profit Irish housing association.

Clúid Housing is an equal opportunities employer and proud to have been recognised as a top employer in Ireland. At Clúid Housing we firmly believe that our success is down to our dedicated and growing staff body working in every corner of Ireland. Our company is made up of talented people who bring enthusiasm, confidence, expertise, professionalism and respect to our business. You can meet some of our team by [clicking here](#). Our staff consistently work towards achieving our vision of creating a society where everyone has a great place to live.

Our employees benefit from a great working environment, great learning opportunities, a supportive management team and an extensive benefits package:

- Competitive Remuneration
- Excellent & Continuous Training
- Development Opportunities
- Flexible Working Arrangements
- Access to an Employee Assistance Programme
- Excellent Employee Benefits

If the above appeals to you, then keep reading.....and remember Clúid Housing is proud to be an equal opportunity employer.

The Property Services Directorate

The Property Services Department is responsible for ensuring our customers continue to live in high quality homes through the delivery of comprehensive and effective asset management services. Whilst our focus may be the “bricks and mortar”, we recognise the need to design our services to meet our current and future customers’ needs, offering choice where possible and ensuring that our tenants and their families always enjoy warm, safe and affordable homes.

The Department has a Dublin based Repairs Team (Clúid Works), supporting three regionally based repairs trade teams delivering a comprehensive repairs service across country. This

team works alongside the Asset Management Team, which is also split geographically, and manages the planned and cyclical programmes of work and supports the New Business Team bringing new properties into management.

If you want to know more about Clúid Works department click [here](#).

Role: Plumbing & Heating Engineer

Role Overview:

To carry out and assist with all trade related tasks as a Plumbing & Heating Engineer working as (but not restricted to) part of a customer focused responsive repairs team. Clúid Housing is a forward thinking organisation, ensuring that its properties are repaired, adapted and refurbished to a high standard.

You will also be responsible for ensuring continuous delivery of our purpose “right repair, right time, first time” and Scope of Services which details our repair obligations.

Reporting to: Field Supervisor

Key responsibilities

Service Delivery

- ❖ Responsible for ensuring all repairs are completed in accordance with our Purpose “right repair, right time, first time” by delivering an efficient in-house repairs service ranging from responsive repairs, voids, subcontracting and out of hours repairs.
- ❖ To assess and carry out (but not restricted to) responsive repairs effectively & efficiently maintaining our “right repair, right time, first time” approach to our customers.
- ❖ Responsible for (but not restricted to) the effective delivery of Plumbing and Gas works within void, responsive repairs and planned services.
- ❖ You will ensure that the work is undertaken in a timely manner, whilst maintaining a high standard of workmanship.
- ❖ You will manage customer enquiries, responding in a professional manner coordinating with our Operations Centre.
- ❖ Provide out of hours support on a rota based system.
- ❖ To ensure that debriefs are provided to the Resource Planner for all jobs.
- ❖ To be available to receive and respond to all job allocations.
- ❖ To report and confirm job details and estimated time on location to the Resource Planner to enable appropriate job scheduling.
- ❖ Work on own initiative to ensure that all repairs are carried out efficiently to ensure the right level of customer satisfaction is achieved.
- ❖ Ability to work flexible hours is essential to meet the business needs and demand.
- ❖ Take responsibility for all transport, equipment or mobile phone devices which may be issued by Clúid Housing and ensure that they are kept in excellent condition and secure at all times.
- ❖ Take personal responsibility for the understanding and application of the Clúid way by working as instructed by the Field Supervisor who will measure both individual and team objectives.

Training

- ❖ From time to time if requested, to act as a mentor to trainees within the organisation and encourage a learning environment.

- ❖ To undertake any other duties as required by Clúid Housing from time to time, if these duties are of a greater level of responsibility or skill than those required in the post, then full training and appropriate supervision will be provided.

Health & Safety

- ❖ To take personal responsibility for your own health, safety and welfare and that of colleagues in the workplace and ensure a clean, secure and safe working environment.

Corporate Responsibilities

- ❖ Ensure all activity is aligned to Clúid's values and contributes to the mission of supporting the development of thriving communities
- ❖ Adhere to all Clúid policies and procedures at all times
- ❖ To exercise discretion at all times
- ❖ To fulfil all care and high standards regarding both Clúid's and your own health and safety obligations

General

- ❖ Attend/Request training appropriate to your role
- ❖ To positively promote the Association in all activities
- ❖ Any other duties which are consistent with your role

Key competencies required in the role

- ❖ Customer care management
- ❖ Commitment
- ❖ Company focus
- ❖ Innovation & Change Management
- ❖ Influencing and negotiation skills
- ❖ Team Work
- ❖ Leadership skills

Person Specification

Key Skills	Essential	Desirable
Candidates will be shortlisted on the basis of <u>illustrating in their application that they fulfil the following criteria.</u> Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.		
Education / Qualifications	Essential	Desirable
• Full Trade apprenticeship	✓	
• Trained and registered with RGII (Domestic)	✓	
• Safe Pass		✓
Knowledge / Skills / Experience	Essential	Desirable
• A good knowledge of the general building and construction industry.	✓	
• Good understanding and knowledge of basic Health & Safety.	✓	
• Experience in ordering and collecting materials and/or plant hire	✓	
• Ability to make decisions and confident at problem solving.	✓	
• Experience of property maintenance.		✓
• Experience of working within the Social Housing Sector.		✓
• Full Current driving licence	✓	
• Excellent communication skills both written and verbal.	✓	

• Excellent personal presentation and time keeping skills.	✓	
• Ability to display excellent Customer Service skills both internally and externally, generating a positive working environment.	✓	
• Ability to work diligently, as part of a team.	✓	
• Ability to work with plans / detailed drawings & specifications.	✓	
• Ability to demonstrate technical skills in both core trade and associated trades.	✓	
• Numeracy skills.		✓
• Knowledge of Microsoft Packages		✓

Application closes on 30th September 2020 at 12 noon. It is anticipated that the interviews will take place week commencing 5th October 2020.

Our vision is of a society where everyone has a great place to live.

Our mission is to provide quality housing and services to enable people to create homes and thriving communities.

OUR VALUES

Leadership

We are passionate about results that matter and are committed to constantly challenging the way we do things, so that we can be the best at what we do.

We aim to set the benchmark for housing quality and customer service.

We accept only the highest standards of conduct and put service before self-interest.

Collaboration

We are approachable and responsive.

We aim to get the best, mutually beneficial results from all our working relationships.

We keep our promises.

Responsibility

We take personal and collective responsibility to ensure that the needs of our customers are consistently met in a cost effective and sustainable manner.

Caring

We believe that when we care for each other, interacting with integrity and respect, we will ultimately achieve the best possible outcome in any given situation.