

JOB DESCRIPTION

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| Job Title: | Semi-Skilled Apprentice Plumbing and Heating Engineer |
| Grade: | 4 TBC (Maintenance Staff) |
| Department: | Estates and Buildings Division |
| Reporting to: | Assistant Maintenance Manager (Direct Labour) |

Summary of Job Function/Purpose:

To enable the apprentice after completion of the NVQ level 2 diploma in plumbing and heating the ability to enhance the relevant skills, knowledge and experience in plumbing and heating role, by undertaking allocated tasks associated to the NVQ 2 City and Guilds qualification. The role will be undertaken in line with the training requirements for the advanced NVQ 3 accreditation within the framework of an agreed training and development programme and the role holder will be supported and supervised when required in the delivery of operational activities and maintenance tasks.

Training and development:

The NVQ Level 2 apprentice will work at allocated times, alongside a qualified and experienced Skilled Tradesperson and will receive coaching and mentoring in the range of plumbing and heating topics required to achieve the NVQ 3 level qualification over a period of two years. The apprentice will be provided with training and development to enhance their skills and knowledge in a range of activities associated with a NVQ 3 plumbing and heating role, including:

- Understanding how to organise resources within Building Services Engineering.
- Understanding and applying domestic hot water system installation, commissioning, service and maintenance techniques.
- Understanding and applying domestic cold water system installation, commissioning, service and maintenance techniques.
- Understanding and applying domestic central heating water system installation, commissioning, service and maintenance techniques.
- Understanding and carrying out electrical work on domestic plumbing and heating systems and components.
- Understanding and applying domestic sanitation system installation, commissioning, service and maintenance techniques.
- Installing, commissioning, servicing and maintaining domestic plumbing and heating systems including:
 - Selecting plumbing and heating systems and components for application in the workplace
 - Preparing work sites for installation of plumbing and heating systems and components in the workplace.
 - Installing plumbing and heating systems in the workplace.

- Commissioning plumbing and heating systems in the workplace.
- Diagnosing faults in plumbing and heating components in the work place.
- Rectifying faults in plumbing and heating components in the workplace.
- Achieving Gas Safe registration (CCN1)
- Achieving qualification in water recycling pathway.

Tasks and duties:

The Semi-Skilled Tradesperson will have delegated responsibility for specific activities, including:

- Working within the boundaries of the NVQ level 2 qualification.
- Undertaking maintenance, repairs and minor improvement; and assisting with capital work across the University, ensuring compliance with Estates and Buildings safety standards and procedures.
- Undertaking various maintenance and operational works (often working with other specialists such as BMS staff) within the specialist areas of the UEA (with additional training where necessary) such as Energy Centres, Sports Park, BMRC etc.
- Participating in the call-out rota to carry out emergency repairs, as required by the Estates and Buildings Division, outside of normal working hours.

The apprentice will continue to gain hands-on experience by undertaking a range of lower-level tasks and activities, which include:

- Assisting and working under the guidance of qualified Skilled Tradesperson.
- Conducting routine planned maintenance as detailed by the Concept Evolution Computer Aided Facilities Management System (CAFM) under the guidance of a qualified Skilled Tradesperson.
- Supporting production activities at all times by ensuring minimum response times to equipment breakdowns and achievement of equipment availability targets.
- Maintaining safety and regulatory equipment at all times and reporting any defects.
- Understanding and complying with all policies and procedures, including Health and Safety.
- Carrying out work in a safe and diligent manner.
- Attending college and completing course work on time and to a high standard.
- Ensuring all college work and logbooks are kept up to date, in accordance with the apprenticeship requirements.
- Producing, maintaining and taking responsibility for content, accuracy and signing off of log books.
- Attending and fully participating in regular training and development reviews with line manager and mentor.

- Working closely and interacting with other staff groups within the University.
- Promoting an environment of continuous improvement and innovation in line with lean thinking and Maintenance best practice.
- Any other such duties as may be assigned by the Manager that are commensurate with the grade of the post.

January 2016

PERSON SPECIFICATION

Post: **Apprentice Plumbing and Heating Engineer NVQ Level 2**
(Ref:)
Division: **Estates and Buildings Division**

Applicants will be expected to demonstrate how they meet the essential criteria for the role and provide evidence to support this.

| Criteria | Essential | Desirable |
|--|--|---|
| Education experience and achievements | <ul style="list-style-type: none"> 1. NVQ level 2 diploma in plumbing and heating. 2. 3 passes at GCSE (or equivalent) at Grade A to C, including Mathematics, English and Science. 3. 2 A-Levels or BTEC/HNC qualifications (or equivalent qualification or experience). | <ul style="list-style-type: none"> 4. Trade qualifications in electrical, mechanical, plumbing or similar. |
| Skills & Knowledge | <ul style="list-style-type: none"> 5. Good literacy and numeracy skills. 6. A customer-focused approach with an awareness of safe working practices. 7. Able to keep detailed records. 8. Demonstrable communication skills in English language. | <ul style="list-style-type: none"> 9. IT skills – familiar with modern technological devices. 10. Good general knowledge of Health & Safety in the workplace. |
| Personal Attributes | <ul style="list-style-type: none"> 11. Willingness and aptitude to attend a City & Guilds based day release apprenticeship programme at Norwich City College for up to 4 years. 12. Self-motivated. 13. Punctual. 14. Well organised and methodical. 15. Customer friendly with a proactive approach. 16. Team worker 17. Able to follow direction. 18. Adaptable – able to respond effectively to varied work activities and demands. | |
| Special Circumstances | <ul style="list-style-type: none"> 19. Physically fit to meet physical requirements of the job, including lifting and carrying, and to travel by foot campus wide. 20. Flexible approach to work, including an ability to participate in an extended hour's roster and additional hours. 21. Full clean driving licence for manual transmission vehicles, although reasonable adjustments will be considered where appropriate for applicants with disabilities. | |

JOB DESCRIPTION

Job Title: **Apprentice Plumbing and Heating Engineer**

Grade: **2 (Maintenance Staff)**

Department: **Estates and Buildings Division**

Reporting to: **Assistant Maintenance Manager (Direct Labour)**

Job Function/Purpose:

To enable the apprentice to gain and enhance relevant skills, knowledge and experience in plumbing and heating role by working alongside a qualified tradesperson. The role will be undertaken within the framework of an agreed training and development programme and the role holder will be closely supported and supervised in the delivery of tasks and activities.

Training and development:

The apprentice will work alongside a qualified and experienced Skilled Tradesperson and will receive coaching and mentoring in a range of plumbing and heating topics. The apprentice will be provided with training and development to enhance their skills and knowledge in a range of activities associated with a plumbing and heating role, including:

- Carrying out site preparation, and pipework fabrication techniques for plumbing and heating systems.
- Applying domestic cold water system installation and maintenance techniques.
- Applying domestic hot water system installation and maintenance techniques.
- Applying domestic central heating system installation and maintenance techniques.
- Applying domestic rainwater system installation and maintenance techniques.
- Applying domestic above ground drainage system installation and maintenance techniques.
- Installing and maintaining domestic plumbing and heating systems.

Tasks and duties:

The apprentice will gain hands-on experience by undertaking a range of tasks and activities, including:

- Assisting and working under the guidance of qualified trades employees.
- Undertaking a range of maintenance tasks suited to the current level of training and development.
- Conducting routine planned maintenance as detailed by the Concept Evolution Computer Aided Facilities Management System (CAFM).
- Supporting production activities at all times by ensuring minimum response times to equipment breakdowns and achievement of equipment availability targets.
- Maintaining safety and regulatory equipment at all times and reporting any defects.
- Attending college and completing course work on time and to a high standard.
- Ensuring all college work and logbooks are kept up to date, in accordance with the apprenticeship requirements.
- Producing, maintaining and taking responsibility for content, accuracy and sign off of log books.
- Understanding and complying with policies and procedures.
- Carrying out work in a safe and diligent manner.
- Complying with all Health & Safety policies and procedures.
- Attending and fully participating in regular training and development reviews with line manager and mentor.
- Working closely and interacting with other staff groups within the University.
- Promoting an environment of continuous improvement and innovation in line with lean thinking and Maintenance best practice.
- Any other such duties as may be assigned by the Manager that are commensurate with the grade of the post.

August 2014

PERSON SPECIFICATION

Post: **Apprentice Plumbing and Heating Engineer (Ref: MC32)**
Division: **Estates and Buildings Division**

Applicants will be expected to demonstrate how they meet the essential criteria for the role and provide evidence to support this.

| Criteria | Essential | Desirable |
|--|--|--|
| Education experience and achievements | <ul style="list-style-type: none"> 1. 3 passes at GCSE (or equivalent) at Grades A to C, including Mathematics, English and Science. 2. 2 A-Levels or BTEC/HNC qualifications (or equivalent qualification or experience). | 3. Trade qualifications in electrical, mechanical, plumbing or similar. |
| Skills & Knowledge | <ul style="list-style-type: none"> 4. Good literacy and numeracy skills. 5. A customer-focused approach with an awareness of safe working practices. 6. Able to keep detailed records. 7. Demonstrable communication skills in English language. | <ul style="list-style-type: none"> 8. IT skills – familiar with modern technological devices. 9. Good general knowledge of Health & Safety in the workplace. |
| Personal Attributes | <ul style="list-style-type: none"> 10. Willingness and aptitude to attend a City & Guilds based day release apprenticeship programme at Norwich City College for up to 4 years. 11. Self-motivated. 12. Punctual. 13. Well organised and methodical. 14. Customer friendly with a proactive approach. 15. Team worker 16. Able to follow direction. 17. Adaptable – able to respond effectively to varied work activities and demands. | |
| Special Circumstances | <ul style="list-style-type: none"> 18. Physically fit to meet physical requirements of the job, including lifting and carrying, and to travel by foot campus wide. 19. Flexible approach to work, including an ability to participate in an extended hours roster and additional hours. 20. Full clean driving licence for manual transmission vehicles, although reasonable adjustments will be considered where appropriate for applicants with disabilities. | |