

<b>Job Title:</b>	Wet Worker (Domestic, Non-Domestic & Installation)
<b>Division:</b>	Gas Division
<b>Reports to:</b>	Contract Managers, Gas Supervisors (Domestic, Non-Domestic & Installation)
<b>Direct Reports:</b>	None
<b>Main Interfaces:</b>	Divisional M&E Manager, Contract Manager (M&E Compliance), Gas Quality Control Manager, Administrator Team, Client and Resident

Overall Purpose
<p>Lead by Example.</p> <p>Responsible for undertaking general heating / cold and hot water system servicing, repairs and installation work within occupied properties and maintaining a high standard of work that sustains performance, quality and customer satisfaction within a 'Right First Time' culture.</p> <p>Ensure work is carried out safely, in line with industry and manufacturer's standards, in accordance with our client's contract specification and with minimum inconvenience to residents.</p>
Key Tasks / Activities / Responsibilities
<ul style="list-style-type: none"> <li>• Install, maintain and repair pipes, fixtures and controls associated with hot and cold-water distribution and sanitation within domestic and non-domestic properties across all contracts. This will include working in any geographical area/location, as required.</li> <li>• Work types include, but not limited to:             <ol style="list-style-type: none"> <li>1. Isolating and capping radiators/valves when found to be leaking.</li> <li>2. Replace / install radiators and ancillary pipework, when required.</li> <li>3. Replace / install 2 &amp; 3 port control valves and wiring the controls accordingly.</li> <li>4. Replace / install immersion heaters and wiring accordingly to local electrical fused spur.</li> <li>5. Replace / install cylinders, thermal stores, tanks and ancillary equipment.</li> <li>6. Replace / install sanitation fixtures, pipework and controls.</li> <li>7. Repairs to hot and cold-water systems including, sinks and taps.</li> <li>8. Upgrading of hot and cold systems, pipework, controls and ancillary equipment.</li> <li>9. Provide assistance, when required, to other departments of the Gas Division.</li> </ol> </li> <li>• Ensure all work is carried out in accordance with manufacturer's instructions, industry best practice, codes of practice and legislation.</li> <li>• Ensure all work is carried out with minimum disruption and inconvenience to client and resident.</li> <li>• Attend appointments as scheduled and instructed.</li> <li>• Use and update required IT devices, apps or similar, to sustain digital service delivery.</li> <li>• Ensure your PDA is always working to ensure the accurate and efficient delivery of your workload and data transfer via BYOD.</li> <li>• Ensure your PDA is used to record travel time, attendance times and work carried out during the property visit.</li> <li>• Apply correct diagnostic skills to all work and if parts are required, that correct parts are ordered and fitted.</li> <li>• Ensure parts used against completed jobs are applied correctly to the job, and for those parts not used, are returned and recorded.</li> <li>• Ensure you complete a job sheet for every task and that daily log sheets and weekly time sheets are completed accurately and in agreed formats.</li> <li>• Ensure your times sheets have the correct SOR's or quoted works applied.</li> <li>• Ensure your variation sheets or chargeable documentation are completed.</li> <li>• Ensure all documentation for client/resident is completed accurately and contain all statutory and legislative requirements.</li> <li>• Ensure the installation of heat producing appliances are registered with appropriate body so that a Building Regulation Certification can be produced as required by the Building Regulations (England and Wales).</li> </ul>

- Complete monthly van stock inspection with your Gas Supervisor to ensure van stock availability and replenish where necessary, recording allocation using the IT Solution.
- Complete monthly tool inspection on your vehicle with your Gas Supervisor to ensure tool availability and that company issued tools are not missing or damaged. Replenish where necessary, recording allocation on form provided.
- Wet Workers are required to provide their own hand tools to complete work type, including, but not limited to; battery drill, tools for working on pipework including blow torch.
- Wet Workers are provided the following equipment from Axis Europe; Hop Up, Steps, Ladders (where required), Core Drills (Installers only), and We Vac, which shall be returned upon leaving the company.
- Complete monthly inspection on your stationary stock with your Gas Supervisor, and replenish where required, recording allocation on form provided.
- Seek guidance, technical support and assistance from your Gas Supervisor or relevant manufacturer, when required.
- Ensure your training and development needs are established through company appraisal and review process.
- Must be prepared to undertake additional training as required.
- Participate in the company's quality assurance and competency inspection programme, including 'Work in Progress' and 'Post Inspections', in line with company procedure.
- Participate in investigations into customer complaints, as necessary.
- Participate in the Company and M&E Division Induction, including awareness of company policies, procedures and forms etc.
- Comply with all company policies and procedures.
- Ensure compliance with Health and Safety legislation and regulations, with specific duties and responsibilities under CDM regulations.
- Wear supplied personal protective equipment and be responsible for yourself and others.
- Comply with safe working practices ensuring the safety of yourself and public is always maintained .
- Promote a safety culture within the company.
- Ensure Method Statements and Risk Assessments are being completed and correctly.
- Attend company seminars, training sessions and toolbox talks, in accordance with company objectives, as necessary.
- Work in partnership with clients to exceed operational and company expectations.
- Ensure your Qualifications and other appropriate Certification are valid and in date.
- Advise your Gas Supervisor within six months of expiring.
- Keep abreast of changes to industry practices and legislation, as necessary.
- Advise your Gas Supervisor, when reporting yourself being unwell, in line with company procedures. You will be asked to attend a return to work interview upon your return.
- Advise your Gas Supervisor, when requesting holidays, in line with company procedures.
- Support and follow policies, procedures, initiatives and work instructions related to sustainability improvement and environmental compliance.
- Be responsible for ensuring your workplace is always tidy and safe.
- Attend regular weekly/bi-weekly meetings with your Gas Supervisor, as necessary.
- Work as an integral team member as well as a mentor and coach to apprentices and colleagues.
- Ensure appropriate career development and knowledge sharing opportunities are undertaken.
- Complete LMS on-line training as continuous improvement.
- Core operating hours 8am to 8pm (Mon-Fri) and 8am to 2pm (Sat).
- Shift patterns 8am to 2pm and 1.45pm to 8pm (Mon-Fri) and 8am to 2pm (Sat).
- Participate in Out of Hours (OHH) rota.
- Embrace company change, with a positive attitude.
- Be responsible for washing your vehicle, keeping it clean on the exterior and interior and ensuring it is road worthy.
- Undertake other duties as directed by your Gas Supervisor.
- Embrace Axis Europe Company Values.

## Person Specification

### Key Knowledge

- Installation, maintenance and repairs of pipes, fixtures and controls associated with hot and cold-water distribution and sanitation within domestic and non-domestic properties.
- Health and Safety.
- CDM Regulations.
- Site Safety.
- Manual Handling.
- Asbestos Awareness.
- Good local geographic knowledge across all contracts.

### Key Skills

- Appropriate Qualifications associated with work types including Building Regulation approved G3 Hot Water Unvented Certificate.
- Experience of diagnosing and fault finding to carry out efficient repairs.
- Ability to establish and maintain effective, professional working relationships with internal and external stakeholders.
- Excellent communication and interpersonal skills.
- Read, write and communicate using English language enough to perform job functions.
- Commitment to delivering focused customer service with an enthusiastic and positive approach.
- Ability to deal with a range of situations and respond to customer's needs.
- Ability to be flexible, occasionally out of normal office hours.
- Prioritise workload to achieve deadlines and effectively manage time with a positive attitude.
- Excellent time keeping and attendance.
- Concern for accuracy and paying careful attention to detail.
- IT literate, able to use email and smart phone.
- Ability to work under pressure and retain attention to detail.
- Work within a team.

### Key Experience

- Demonstrate recent experience in the installation, maintenance and repairs of pipes, fixtures and controls associated with hot and cold-water distribution and sanitation within domestic and non-domestic properties.
- Experience of working in domestic and non-domestic properties.
- Be able to demonstrate high standards of customer excellence and continued personal development.

### Other Key Information

- To agree with company values on all levels.
- Full current UK clean driving licence. This position is primarily a mobile role, with travel being a significant part of the job. All applicants should consider this before applying.
- Clean DBS.
- You must own an Android or IOS mobile phone which you will use as part of your job (BYOD).
- You are required to provide your own hand tools to complete work type, including, but not limited to; battery drill, tools for working on pipework including blow torch.
- You will be provided the following equipment from Axis Europe; Hop Up, Steps, Ladders (where required), Core Drills (Installers only), and We Vac, which shall be returned upon leaving the company.
- All staff has a personal responsibility and accountability to the company to ensure that their day to day activities adhere to the Sustainability Policy Statement and Plan and minimise the impact upon the environment .It is the responsibility of all staff to ensure that their day to day activities embrace sustainability and reduce the impact upon the environment by minimise waste and maximise recycling; saving energy; minimise water usage and report any electrical faults, water leakage or other environmental concerns to your Gas Supervisor.

I have read and understood the provisions of this job description.

I understand that this document forms part of my employment and I hereby confirm my agreement with its provisions.

Name:

Signature:

Date:

A thick, horizontal bar spanning most of the page width. It is dark red, with a small yellow circle at its right end.

**Wet Worker (Domestic, Non-Domestic & Installation) Job Description Owner: HR Department**  
**Issue Date: June 2020 Version: 1**

*Please note: All printed or saved copies of this document are classed as an uncontrolled document as they may not be the latest version. To ensure you are using the latest version, please refer to the Axis Intranet Library.*