



Multi Skilled Plumber

Recruitment Pack

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“I find Cobalt to be a very friendly place to work, and the close connection to our tenants and communities is really motivating.”

“I’m so proud to be part of an organisation that is genuinely committed to making a difference in the communities we operate in.”

Welcome to Cobalt Housing

Thank you for your interest in the role of **Multi Skilled Plumber**.
Now is a really exciting time to join Cobalt Housing, as we undergo a period of significant change and growth.

Cobalt was established in February 2003 following stock transfer from Liverpool City Council. We manage around 6,000 homes in the Croxteth, Norris Green and Fazakerley and Sparrow Hall areas of North Liverpool. In 2023, we launched our five-year Corporate Plan, with four headline priorities:



These priorities will see us invest in our existing homes, build new homes, introduce new technology and systems and develop our own in-house repairs team.

And that's where you come in.

Delivering our Corporate Plan relies on having the right people in the right roles. People who share our vision and values and who want to join an organisation embarking on an exciting period of transformation and growth.

At our heart is our customers, who live in the 6,000 homes we manage and the communities we operate within. As the majority landlord in the area, we engage in a wide range of economic, neighbourhood and community regeneration activities in the areas we serve. We listen to our customers, and use their feedback to shape the services we deliver.

When you work with us, you'll be part of a team who can make a real difference to both our customers and our colleagues

We encourage applications from people of all ages, ethnicities and life experiences in order to foster innovation and creativity.

I look forward to receiving your application.

Claire Griffiths
Chief Executive



About Us

We want to be known for the way we do things as much as for what we do. We strive to be a fulfilling and enjoyable organisation to work for and to work with. We know that people who are happy, motivated and enthusiastic will help us provide better services for our customers.



Our purpose

Everyone deserves somewhere to call home, a place to make their own, feel safe and secure, and set down firm foundations. The right home will help people to live well, realise their potential and achieve the things that are important to them.

Our mission

By providing quality places to live, and support to those who need it, we play our part in developing thriving communities where people are proud to live and can be their best.

Our values

Passion

We are passionate about the positive impact we can have on other peoples' lives.

Commitment

We are committed to the long-term success of our people, communities and neighbourhoods.

Integrity

We act with integrity and do the right things instead of the easy things.

Ambition

We are ambitious for ourselves and for those we help.



Key terms and how to apply

Salary:

£31,860.56 per annum.

Contract type:

Permanent

Location:

Cobalt Housing Property Services, Gillmoss Industrial Estate, L11 0ED.

Working Hours:

37.5-hour standard working week Monday to Friday, 08:00 – 16:30 however, our operating hours are 08:00 – 20:00 to allow for flexible working arrangements.

Holidays:

23 working days per annum (based on a 5-day working week) plus bank holidays, plus additional days for Christmas shutdown, up to 3 additional holidays added with length of service, and holiday buy-back of up to 5 days unused holiday at the end of the entitlement year.

Pension:

Cobalt Housing belongs to the Social Housing Pension Scheme. This is an employer and employee contribution scheme.

Cobalt Benefits:

- Occupational sick pay
- Enhanced maternity/paternity leave
- Gym allowance (up to £20 per month)
- Cycle to work scheme
- Childcare allowance (£50 per child of pre-school age)
- Training/development opportunities
- Staff wellbeing programme
- Up to five days dependants leave per year

Probation period and references:

Any offer made and subsequent employment is subject to a six-month probationary period and two

Eligibility to work in the UK:

Successful applicants are responsible for producing proof of entitlement to work in the UK before employment can commence.

Medical Clearance:

A pre-employment medical assessment may be offered from our Occupational Health Provider, to ensure all necessary reasonable adjustments and support are in place

Diversity:

We are committed to attracting a diverse range of applicants and creating a safe and inclusive working environment. This includes making reasonable adjustments during the recruitment process. Please let us know if this applies to you.

How to apply:

To apply for this role, please email an up to date CV and covering letter, clearly demonstrating how you meet the essential criteria, and send these to recruitment@cobalthousing.org.uk by **4th December 2024**.

Successful applicants will be invited to interview the week commencing 9th December 2024.

We look forward to receiving your application.

Role Description

About the Role

To deliver Cobalt Housing Property Services; an all-encompassing quality neighbourhood, tenancy and environmental service, focused on sustaining homes and communities assisting in the delivery of Cobalt's Response Repairs, Voids and Planned Maintenance Programmes while ensuring and maintaining an excellent level of Customer Service throughout.

Role Summary

This role will work as part a team to deliver an all-encompassing service to Cobalt's tenants and neighbourhoods specifically working within our maintenance team working within void and tenanted properties carrying out complete Plumbing and Multi Skilled works to a high standard. Crucially ensuring work is completed within set timescales, complying with Health and Safety requirements and achieving customer satisfaction always.



Role Description

Main Responsibilities

- To work as a member of a team to deliver Cobalt Plus- a comprehensive service with the aim of creating sustainable homes and communities while demonstrating value for money.
- Ensure customer is at all times updated on work progression, ensuring customer and their possessions are treated with respect and protected as required.
- To provide Plumbing services as required, Installation, fault diagnosis and repair.
- To carry out repairs and renewals of all and any plumbing related work.
- Carry out additional general maintenance works such as basic carpentry work, plaster patching, wall tiling etc.
- Complete the repair and maintenance tasks and associated job activities in compliance with the company's agreed customer service standards and operational procedures.
- Carry out repair job assessments (inspections), identifying the repair to be completed and materials required to complete the repair task.
- To work regularly alone in or around customer's homes, void properties or other similar sites.
- Capture and record all work completed in line with operational procedures to ensure all income is captured effectively and charged appropriately.
- Maintain the optimum level of material van stocks to maximise the opportunity to complete the repair task on the first visit to the property.
- Manage materials to reduce damage or unnecessary wastage.
- To use regularly the repairs and maintenance mobile electronic equipment (handhelds) to obtain repairs information and record relevant information associated with the repair job and operational procedures.
- Listen, communicate and record all information to ensure the customer and back office teams are fully updated to ensure work is planned and agreed effectively.
- To develop and sustain positive working relationships with colleagues in the team and across the business.
- All employees are required by Section 7 of the Health and Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions
- Responsible for the safe use of a range of portable tools, small plant, ladders and equipment to enable duties of the job to be carried out.

Personal attributes required based on job description

Attribute	Description	Essential / Desirable		How to be measured: Application form (A) Interview (I) Test (T)
Experience, Knowledge & Skills	At least 2 years' experience of working as a Plumber in the building trade, either as an Plumber or as a multi skilled Plumber	E		A/I
	Experience of working for a social landlord, a council or housing association		D	I
	Delivery of Basic carpentry associated trades		D	A/I
	Plaster patching		D	A/I
	Wall tiling		D	A/I
	Experience of working in occupied domestic properties	E		I
	Ability to record detailed and accurate repairs information relating to repair inspections or completed repair jobs	E		A/I
	Experience of working with a range of portable tools, small plant, ladders and equipment to enable duties of the job to be carried out	E		I
	Willingness to learn and develop additional skills	E		A/I
	Be culturally aware and respond to the diverse requirements and needs of individuals	E		A/I

Qualifications	a valid UK driving licence	E		A
	Served an apprenticeship in Plumbing or obtained an equivalent NVQ L2 or L3 or City & Guilds	E		A
	Relevant qualification in any additional building skills		D	A
	Unvented hot water		D	A
Cobalt Values	Passion - We are passionate about the positive impact we can have on other peoples' lives	E		I
	Integrity - We act with integrity and do the right things instead of the easy things	E		I
	Commitment - We are committed to the long-term success of our people, communities and neighbourhoods	E		I
	Ambition - We are ambitious for ourselves and for those we help	E		I



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