



## Job Description

**Job Title:** Plumbing Apprentice

**Reports to:** Facilities Manager and Deputy Facilities Manager

### 1. Job purpose

To carry out plumbing and general maintenance at Imago Venues as directed by the Facilities Manager and/or Deputy Facilities Manager

Support in the maintenance of plant and equipment, contract management, health and safety, energy and environmental management, along with soft services

### 2. Job duties

#### Finance

- Ensure goods are purchased following company guidelines and represent best value
- To look after tools and equipment supplied by the company and keep them in good working order
- To ensure stores are adequately stocked and take delivery of any supplies

#### Customer

- To offer the best level of customer service at all times
- To ensure any guest issues are addressed immediately and resolved in a manner which exceeds the customers' expectations

## **Staff**

- Ensure all relevant HR procedures (including all paperwork) are followed and staff receive the required training to conduct their role to the highest standard
- To attend any statutory training courses and any relevant to the job role
- To continually update own professional development to extend all management and technical skills, this includes membership of relevant professional bodies. Continually improve on attributes and competences related to the above.
- Maintain commitment to plumbing apprenticeship training course throughout employment, ensuring attendance to the course and completing assessments required of the course

## **Business Process**

- To understand and ensure Health and Safety policies are implemented within the venues and that these are consistent with the Imago's policies, procedures and standards.
- Carry out regular quality and safety audits on operations and work in areas of responsibility.
- Maintaining records of systems, processes and procedures to ensure compliance with statutory legislation and Imago's own insurance requirements.
- To be on a call-out rota, so that the buildings are covered at all times outside normal working hours.
- To use the company vehicle for deliveries or collections and travelling between venues.
- Responding appropriately to emergencies or urgent issues as they arise and dealing with the consequences.

## **Sales and Marketing**

- Become a brand ambassador and actively promote Imago Venues as the opportunity arises.

## **Corporate and Social Responsibility**

- To adhere to Imago's environmental policy
- To actively participate and promote charities that Imago sponsor.

## **Other Related Activities and Functions**

- To undertake such other duties as may be reasonably requested and that are commensurate with the nature and level of the post
- To adhere to Imago's personal hygiene policy and wear Imago uniform at all times
- All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions.
- All staff are therefore required to adhere to imago's Health, Safety and Environmental Policies and Procedures.
- All staff should hold a duty and commitment to observing imago's Equality and Diversity policy and procedures at all times. Duties must also be carried out in accordance with relevant Equality and Diversity legislation.
- To ensure that the quality of service / performance is maintained to the highest standard
- Key areas for measuring performance in this role will focus on achieving financial targets (sales and costs), improving quality/standards and management/development of the team within the Maintenance department.

### **3. Points to note**

- a. All duties must be carried out in a manner that supports Imago's commitment to equality and diversity.
- b. The post holder may be required to work outside of normal contracted hours if necessitated by the exigencies of the business.
- c. The purpose of the job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.
- d. All duties must be carried out in accordance with relevant Health and Safety legislation and Imago's policies and procedures.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

Signed: \_\_\_\_\_ (job holder)

Print name: \_\_\_\_\_

Date: \_\_\_\_\_

*June 2020*

## Job Specification

**Job Title:** Plumbing Apprentice

**Department / Section:** Imago Venues

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	To have a willingness to enrol in a 4-year Plumbing Apprenticeship with Stephenson College	To have worked in the hospitality sector
<b>Skills and Abilities</b>	<p>To be able to work as part of a team or unsupervised</p> <p>Willing and able to do a variety of jobs, specialising in plumbing</p> <p>Have good customer relationship skills</p> <p>Ability to identify and solve problems and have a “can do” attitude.</p> <p>Ability to prioritise own workload</p> <p>As this post involves manual work which is physically demanding, applicants should be fit and able to perform this role</p>	Have a full driving licence
<b>Training</b>	Willingness to undertake training to extend technical skills	
<b>Education/Qualifications</b>	Maths and English GCSE grade C or 4 (or above)	
<b>Other</b>	Commitment to observing Imago’s Equality and Diversity policy at all times	