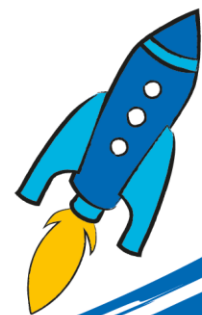


# Plumber

## Candidate Briefing Pack



Dear Candidate

Thank you for your interest in becoming a Plumbing Engineer at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work. We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities and complex health needs.

Reporting to the Senior Engineer, the Plumber will use their vast experience, skill, and knowledge from previous roles to deliver exceptional plumbing services to the estate, ensuring the efficient operation and safety of all electrical systems and associated items in compliance with current standards and regulations.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

**Kevin Taylor**  
**Head of Estates and Health & Safety**

# The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy and care needs
- Support for children with ABI and their families in the communities across the UK, through our Brain Injury Community Services.
- Online information and support via our publications and [braininjuryhub.co.uk](http://braininjuryhub.co.uk)

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail and soft play areas.



We run a non-maintained special school for children with complex education, health, therapy and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 750 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, operations and centralised support functions such as finance, HR, fundraising and communications. A number of these staff are based off site around the UK in our charity shops.

## Job Description

<b>Job Title</b>	Plumber
<b>Reports to</b>	Senior Engineer
<b>Direct reports</b>	N/A
<b>Level</b>	Skilled
<b>Location</b>	Tadworth, Surrey and Retail units
<b>Salary</b>	£40,500 per annum (dependent upon experience)
<b>Hours of Work</b>	37.5 hrs per week To be worked across a 7-day shift rota 0700-1900 Monday to Friday, 0800-1600 Weekends (On call to operate outside these hours) Rotate pattern weekly across five weeks, working one weekend in five
<b>DBS</b>	Enhanced with Children's Barred List

## Job Purpose

Reporting to the Senior Engineer, the Plumber will use their vast experience, skill, and knowledge from previous roles to deliver exceptional plumbing services to the estate, ensuring the efficient operation and safety of all electrical systems and associated items in compliance with current standards and regulations.

Ensuring requirements of Children, young people, parents, staff and visitors are met at all times the role will be responsible for carrying out planned maintenance tasks in accordance with the planned maintenance schedule and also for installation, investigation, diagnosis and fault finding on a wide range of engineering plant and equipment, including, but not limited to heating and hot water systems, hot and cold-water services, air conditioning, air handling and ventilation equipment, drainage and rainwater system and control systems. To add variety to your day, you'll also be assigned other duties through the help desk. These tasks will diversify your workload and ensure your role remains dynamic and engaging.

Provide and receive routine and complex information to inform colleagues and other personnel. Be knowledgeable and conversant with technical issues and communicate and explain those to colleagues.

The role holder will assist in the supervision and monitoring of maintenance work carried out by contractors ensuring at all times their own work and that of contractors is within the statutory guidelines the role will ensure a quality customer service and delivery of outcomes within expected SLAs.

The role holder will participate in a 7-day shift rota and out of hours call out to ensure a 24/7 coverage of the estate.

# Duties and Responsibilities

## Maintenance Services

- Carry out the proactive and reactive maintenance of mechanical building services, plant equipment and plumbing systems.
- Support the Water Technician as required.
- Receive, raise, acknowledge, update progress and close jobs on the CAFM system via provided tablet.
- Undertake required planned preventative maintenance assigned to you.
- Help review, develop, work to policies and procedures.
- Inspect, fault find, carry out repair and service all site buildings both internally and externally to a high standard in compliance with current regulation/legislation.
- Complete works that have been produced from the estate's strategy such as remedials from the condition assessment.
- Help review, determine and work to service level agreements.
- Review and follow plans, specifications, and instructions to ensure accurate and safe completion of work.
- Review inspections, reports and determine remedial work requirements including water remedial works from the water risk assessments.
- Assess and identify required materials, tools, and equipment for completion of tasks.
- Liaise with the helpdesk for ordering of required materials and to maintain agreed stock levels.
- Support and update the Project Manager on agreed project works undertaken inhouse.
- Assess and complete condition reports as required.
- Communicate with staff as required providing updates on works and to ensure any disruption to normal activities are managed and agreed.
- Escort and supervise Sub-Contractors as required in line with policy.
- Deputise as instructed by the Head of Estates or the Senior Engineer.
- Undertake general estate duties extending to but not limited to; gritting, litter picking, emptying bins and jet washing.
- To undertake other or additional duties that are within your skills and abilities, as the organisation reasonably requires from time to time. These duties may include tasks such as power flushing and drain downs of domestic and commercial heating and water systems.

## Skills and Responsibilities

- Make sure works that form part of the organisations H&S compliance, such as water or piped oxygen are completed on time to an appropriate standard to maintain a compliant estate.
- Use CAFM system as part of day-to-day duties.
- Undertake general estate duties extending to but not limited to; gritting, litter picking, emptying bins, jet washing and supervising contractors.
- Participate in on-call duties, providing management support out of hours as required.

## Management of Self and Others

- Manage own time to ensure timely responses and service delivery.
- Be a proactive member of the Estates management team, working collaboratively.

- Provide reciprocal cover for the organisation's logistics service ensuring that all duties are completed.

### **Communication**

- Make sure radios and phones for work purposes are used appropriately for work environment.
- Maintain communication within the team and across the Estates department.

### **Governance**

- Ensure that assigned duties are followed in line with legal responsibilities and organisational policy and procedure.

### **Professionalism**

- Keep qualifications, key skills and knowledge maintained using professional development to support professional practice in estates.
- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.
- Support the Senior Engineer to ensure work priorities are clear and followed.

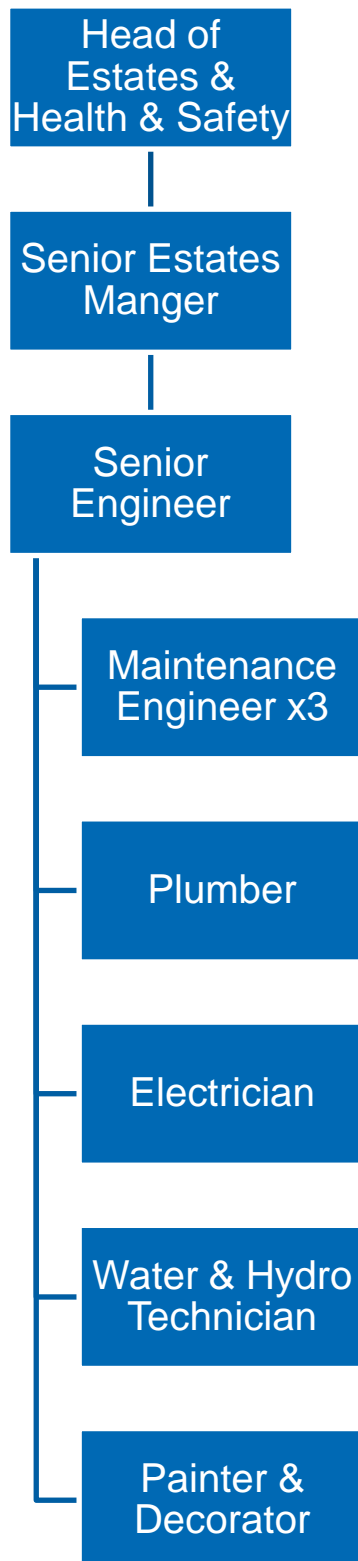
### **Health and Safety**

- Adheres to all Health and Safety guidelines, principles and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Provide evidence of all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.
- Follow established safety protocols to prevent accidents and promote a secure working environment.
- Champion health and safety regulations and best practices on the trust's estate.
- Use appropriate personal protective equipment (PPE) and ensure its proper utilisation by oneself and others.

### **Wellbeing and Emotional Resilience**

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and others.

## Organisation and Structure





## Person Specification

Selection Criteria:		Essential / Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Recognised apprentice trained in trade related discipline.</li> <li>• BTEC level 3/ONC or C&amp;G equivalent in engineering discipline or greater.</li> <li>• Valid UK driving licence</li> <li>• Additional plumbing qualifications.</li> </ul>	<b>Essential</b>  <b>Essential</b>  <b>Essential</b> <b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in the relevant technical field.</li> <li>• Experience of undertaking planned preventative maintenance, reactive and remedial maintenance.</li> <li>• Maintenance &amp; repair of heating systems both Commercial and Domestic.</li> <li>• Installing, maintaining and repairing pipes including joins, valves, drains and fixtures in all types of structures.</li> <li>• Understanding of Swimming pool and heat exchange units</li> <li>• Experienced in working with copper/plastic, press fit, push fit, compression &amp; hot solder fittings.</li> <li>• Practical experience / knowledge of WRAS, ACOP L8, HSG274 part 2.</li> <li>• In-depth knowledge of current safety standards &amp; regulations.</li> <li>• Knowledge of Air conditioning &amp; heat pumps.</li> <li>• Experience in the Healthcare sector.</li> <li>• Understanding of water systems.</li> <li>• Experience of raising, accepting, updating and completing tickets on the CAFM system.</li> <li>• Preparing budgets and estimating costs.</li> <li>• Responding to plumbing emergencies, determining the issue and making a repair.</li> <li>• Installation and repair of laundry machines.</li> <li>• Managing own workload, including prioritisation of works around business need.</li> <li>• Draining, filling heating systems including power flushing.</li> <li>• Experience with medical gas.</li> <li>• Electrical installation/safe isolation experience.</li> <li>• Asbestos awareness training.</li> <li>• Working safely and effectively following safe systems of work.</li> <li>• Experience of completing detailed job reports uploading onto support systems (CAFM).</li> <li>• Understanding of how building systems work.</li> <li>• Experience of systematic problem-solving issues with building systems and installations.</li> <li>• Experience of working to and with a permit to work system</li> </ul>	<b>All</b> <b>Essential</b>



	<ul style="list-style-type: none"> <li>• Experience of reviewing and writing work risk assessments and method statements.</li> <li>• Experience of working to SFG20.</li> </ul>	
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Ability to read, understand and work to schematic and layout diagrams.</li> <li>• Detailed technical knowledge of regulatory and industry best practice of mechanical systems.</li> <li>• Ability to use multiple IT systems including Excel, Outlook and CAFM (computer aided facilities management).</li> <li>• Organised and process driven.</li> <li>• Good communication skills.</li> <li>• Able to work to firm deadlines.</li> <li>• Flexible and able to adapt to various challenges and sensitive situations.</li> <li>• Results driven and committed to achieving goals.</li> </ul>	<b>All Essential</b>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to the vision and Promises of The Children's Trust.</li> <li>• Flexible and 'can do' attitude to competing commitments in workload.</li> <li>• Highly motivated and reliable.</li> <li>• Ability to cope working in a demanding environment</li> </ul>	<b>Essential</b>  <b>Essential</b>  <b>Essential</b> <b>Essential</b>

## Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment.

Many roles at The Children's Trust are exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and as such, are subject to an Enhanced DBS check. Successful applicants will be required to complete an Enhanced Disclosure & Barring Service (DBS) check.

The exceptions to this are our retail roles within The Children's Trust shops, which are subject to Basic DBS checks.

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Guidance about whether a conviction or caution should be disclosed can be found on the [Ministry of Justice website](#).

## Equity, Diversity & Inclusion

At The Children's Trust we recognise how important it is to have leadership that reflects the children, young people and families that we support. We also recognise that staff, comprised of a range of skills, backgrounds and experiences will help us to better understand the needs of those we support, and how we can best represent their interests.

We, therefore, particularly welcome applications from disabled people, individuals from diverse ethnic backgrounds and those from other under-represented groups.

The Children's Trust is committed to achieving equity, diversity and inclusion (EDI) across all levels of the organisation. For further information, see: <https://www.thechildrenstrust.org.uk/jobs>

## Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why, as part of The Children's Trust, we all need to live by our five Promises.

