

# TAFF

We deliver great homes and services  
and support communities to thrive.

Taff is responsible for over 1,500 homes across Cardiff and we provide support services to people across four local authorities in South East Wales.

We develop and deliver reliable services. Building and maintaining quality homes, working with local communities and building long-term partnerships.

As we continue to grow, we'll continue to use our position of influence to create positive change.

## Our Values

We inspire  
**Trust**



We are  
**Ambitious**



We are always  
**Learning**



We are  
**Kind**





## **Advert**

Would you like to work for a community based, dynamic and growing organisation?

We are seeking an individual to join our in-house Gas and Plumbing Team who can demonstrate knowledge, expertise and passion for customer service.

Working within the Repairs team, you will be expected to develop and learn, share knowledge, have a flexible approach and be an integral part of Taff's Team.

## **THE ROLE**

**Role title:** Gas Servicing, Breakdown and Installation Engineer

**Responsible to:** Line Manager/ Repairs Team Manager

**Team:** Repairs team

### **What you'll do...**

Help us provide great homes to our tenants by offering a first-class gas maintenance related service. You will be a member of a dynamic team, delivering high quality gas servicing along with our repairs planned maintenance, installation services and day to day plumbing repairs. Taff have a varied portfolio of properties; however, the duties of this post holder will mainly be carried out within domestic properties.

### **What you will be responsible for?**

- To provide gas servicing, annual safety checks, responsive repairs, maintenance, upgrades and new installations within domestic dwellings. This will include work to fixed gas installations, fires, heating, hot water systems, warm air units and cookers etc.
- To diagnose faults and rectify in a prompt and appropriate manner.
- To gather and feedback information for records and future action.
- To be responsible for the maintenance of an individual work diary and the timely and accurate forwarding of documents as required.
- To correctly identify and order supplies for individual jobs and maintain the van stocks.
- To be available for emergency call out as and when in operation; early morning/ evening, weekend work and bank holidays as and when required.
- To be competent in the completion of statutory reports.
- To promote and maintain good customer relations whilst carrying out duties.
- A requirement to have a flexible approach to other skill areas within a domestic environment.
- To undertake such other duties and responsibilities as are specified by the Assets/ repairs manager and are equal with the level of the job.

- To develop and sustain positive working relationships with colleagues in the team and across the Association.

## **THE PERSON**

### **Essential Skills, Experience and Qualifications:**

- Gas Qualifications (ACS, CCN1, CEN1, HTR1, WAT1, CKR, CPA1, MET1, CMDDA1)
- Experience in Gas servicing, landlord safety certification maintenance and installation works.
- Good communication skills including basic written skills.
- Plumbing NVQ 2/3.
- IT literate
- Asbestos Non-Licensable removal
- A flexible approach to varied work.
- Effective team member with a team-based approach.
- Committed to providing a professional customer service.
- Ability to drive.
- Ability to establish and maintain good relationships with tenants and other service users.
- Understanding of professional boundaries.
- Understanding of and a commitment to Equal Opportunities.
- Willingness to learn and develop additional skills.
- To encourage individuals to value diversity and challenge behaviour which undermines the ethos of equality.
- Able to use a PDA to complete certification.

### **Desirable skills**

- Electrical Knowledge for heating controls etc. (18th or 17th Edition)
- Multi skilled.
- Ability to speak Welsh or other community language.
- Experience of working in a housing/building environment.
- ACS (LAU1, LPG)
- Self-certification Approval.
- Relevant City and Guilds.
- Apprentice trained.
- Understanding of WHQS

## **We'd also need you to:**

- Digitally savvy, able to use Taff's latest technology / kit.
- Comfortable to work in an agile environment, with a focus on 'getting the job done'.
- Actively anti-racist and tackle all types of discrimination, not just for our customers, but for our colleagues too, welcoming and celebrating difference.
- Possess a positive 'can do' attitude and actively contribute to creating an awesome Taff culture.

## **We ask all Taff employees to...**

- Keep up to date with changes in systems, policies, procedures and working practices
- Take ownership for your personal safety and that of those around you
- Take the opportunity to develop your skills and knowledge
- Contribute to a happy and positive workplace

\*This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

## CONDITIONS OF SERVICE

**Salary:** £30,489 per annum

**Contract type:** Permanent

**Working Week:** 40 hours a week - Monday – Friday (some weekend and evening shifts may be required)  
Flexible working in accordance with our Work life Balance Policy. Should business needs change, you may be expected to work at our other sites.

**Location:** Based at Head Office at Alex House, Canton, Cardiff CF5 1JD, working at our properties within the Cardiff area.

### **Colleague Benefits:**

- 25 days annual leave (extra 1 day leave after 5 & 10 years' service – total of 27 days)
- 4 extra concessionary days and public bank holidays.
- Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- Enhanced sick and maternity pay
- Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.
- Permanent Health Insurance through Canada Life.
- 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services
- Employee Assistance Programme through LifeWorks
- Business Mileage expenses will be reimbursed when using your own motor vehicle for use on official journeys.



**Checks:** DBS and reference checks required. Appointment will be confirmed only upon satisfactory response.

**Probationary Period:** 6 months

To apply for this vacancy please email a copy of your CV, together with a completed Equal Opportunities form to - [peopleservices.mailbox@taffhousing.co.uk](mailto:peopleservices.mailbox@taffhousing.co.uk)

[Equal Opportunities Form](#)

**Closing date: Monday 16<sup>th</sup> January 2023 at 9am**

**Interview date: Friday 20<sup>th</sup> January 2023**