

<b>Job Title</b>	Craftsperson
<b>Reports to</b>	First Line Manager
<b>Department</b>	Workshops
<b>Grade</b>	Craftsperson (will be matched to appropriate level of the pay framework in line with qualifications and competencies)
<b>Purpose</b>	<p>Undertaking all aspects of the maintenance, inspection and modification of all plant and equipment associated with the internal operational departments. Provide technical support and control the supply and return of portable plant.</p> <p>Provide the necessary support and motivation to the workshops team, to maximise efficiency and cost effectiveness of activities associated with the planning and maintenance of all portable plant.</p> <p>To lead in the Annual Maintenance Program of tools and equipment, ensuring operational and customer service standards are always met, whilst working closely with the workshops First Line Managers, Technicians and key stake holders to deliver all agreed service levels and contribute to overall operational performance.</p> <p>Oversee and control the whereabouts of exchanged tools and equipment, through the AMP &amp; fault / exchange process.</p> <p>To assist with test records, to ensure they are accurate and updated through our IT systems and processes.</p> <p>To work closely with the workshops management team, to make sure a uniformed approach is met with all Health, Safety &amp; Environmental instructions, IT systems and work processes &amp; procedures</p> <p>To make sure that best practice is always met with maintenance and compliance tasks on all maintainable company owned and hired tools and equipment.</p>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>▪ Carry out all work on Portable Equipment safely and cost effectively, keeping up to date with current technical and industry standards and future developments which may be of an individual specialist nature, as a team leader or as a co-ordinator of a number of teams or individuals.</li> <li>▪ Carry out maintenance, modification, repair and calibration work in accordance with appropriate policies, procedures and statutory requirements to ensure optimum technical performance and reliability of equipment.</li> <li>▪ In carrying out these duties, the job holder shall comply with the Health &amp; Safety at Work Act 1974 by taking reasonable care to ensure the health and safety of themselves and others.</li> </ul>

- Help oversee activities carried out by Contractors/Direct Labour where necessary and appropriate. Take a lead role in workshop safety and promote good workshop practices.
- Oversee and control the whereabouts of exchanged tools and equipment, through the AMP & fault / exchange process.
- Demonstrate a level of organisation for the annual maintenance plan and fault process.
- Accurately complete tasks with the workshop IT systems (EQUIP & TOOLBOX).
- Provide information, guidance and advice to Operational managers and workshop staff.
- Help control the end to end processes with our third-party contractors on tasks such as, certification record keeping, booking in & out of WWU assets, updating paperwork & electronic databases, request price quotations for new and replacement equipment requests.
- Help with the control of all new equipment, including recording stock levels, processing equipment requests and logging the shipment of equipment.
- Control the return of all old equipment. Assess its condition, updating of records (Capex plan and Onedata).
- Help arrange the disposal of equipment via the agreed processes.
- Work within and promote the philosophy of team working and development across all activities in order to achieve business objectives and improve performance, assist in any training requirements and act a technical support for all Mechanical plant.
- Ensure robust measures are in place for material/tools and equipment security, to include stock audits.
- Work within and promote the company's priorities and values and mission statement.
- Encourage safe team working across all Wales & West Utilities workshop activities

**Health, Safety and Environmental obligations**

The job holder shall conform with all HS&E policies and comply with employee responsibilities listed in the WWU HS&E mission Statement.

To make sure that best health and safety practices are always met with maintenance and compliance activities.

To meet the company's key environmental targets and measures.

	<p>To make sure all compliance and test records are accurate through our IT systems and processes.</p> <p>Knowledge of and be able to demonstrate appropriate codes of practice, engineering instructions, workshop safety and statutory regulations.</p>
<b>Technical Know-How &amp; Skills</b>	<p><b>Technical Competencies:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of appropriate legislation, policy, procedures and an understanding of Wales &amp; West Utilities operations.</li> </ul> <p><b>Specific Experience:</b></p> <ul style="list-style-type: none"> <li>• 1 to 2 years relevant experience within a workshop environment. In line with the qualification/competency matrix and paygrade.</li> <li>• Must have very good knowledge of PUWER, &amp; LOLER regulations.</li> <li>• Must be competent with the workshops IT maintenance systems and databases (inc Excel).</li> </ul> <p><b>* A generic set of behavioural competencies will be provided for each grade.</b></p>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Full UK Driving Licence</li> <li>• Maths and English O'Levels / GCSEs</li> <li>• BTec National certificate or NVQ level 3 or equivalent.</li> </ul>