



JOB SPECIFICATION

Job title: Water Hygiene Operative

Responsible to: Water Compliance Team Leader

Purpose: To ensure the smooth running and care of water hygiene works and the Water Safety Plan.
To support and assist the Water hygiene team to deliver Compliance across the business and carry out temperature monitoring and flushing/maintenance of VIVID's water storage systems/supplies to comply with ACOP L8, HSG220 Health and Safety at care homes, COSHH regulations, BS1415 pt2 and Building Regulations 2010 approved document G and any other applicable regulations or guidance.
To provide an efficient and effective service as a member of the Water Hygiene Team.

Location: Contractual base Basingstoke. Working on housing stock across all VIVID's areas.

Key Areas	Description	Performance standards are satisfactory when:-
Service Delivery	<ul style="list-style-type: none">Replacement/de-scale of shower heads on a quarterly basis as required.To carry out regular servicing and checks in line with the Water Safety Plan.To service and carry out relevant checks to TMV's and calorifiers in line with the Water Safety Plan.	<p>VIVID'S compliance obligations are fulfilled in regard to the compliance and water safety plans</p> <p>Tasks are completed to required standard and to timescale</p> <p>All documentation is correctly completed and filed in housing management system</p> <p>No accidents</p>

	<ul style="list-style-type: none"> • Work under own initiative in a small team and take instructions. • To carry out works to operational requirements as required. • Assist colleagues where necessary to ensure VIVID's obligations under the Water Safety Plan are completely fulfilled. • Provide an excellent level of customer care both within VIVID and for the general public and external bodies. • Carry out your duties in a safe and proper manner both for yourself and for the well-being of others in accordance with VIVID's Health and Safety Policy. • Take a 'continual improvement' approach to work, actively working in partnership with our customers and participating in service reviews and improvements. • Always working to VIVID's Values 	<p>No call backs or complaints</p> <p>Satisfactory records following spot check and 1-2-1 audits</p>
Job Administration	1.1 Accurate, competent and timely use of PDA	All jobs to be recorded correctly

	<ul style="list-style-type: none"> • Responsible to identify that all schematics are up to date and maintained for accuracy. To process information passed on to operatives accordingly to ensure effective temperature/flushing can be carried out. • To be able to work with VIVID's software and have a basic understanding of Microsoft Office • Complete all monitoring paperwork and timesheets as required 	
Equality & Diversity	<ul style="list-style-type: none"> • Ensure adherence to duties in relation to Equality and Diversity • Be professional, polite and inclusive to all people at all times 	<p>Demonstration of behaviours which support inclusion of everyone within the work place.</p> <p>You treat everyone with politeness and respect</p>
Vehicles and Plant	<ul style="list-style-type: none"> • To use company vehicle in line with company procedure • Keep your vehicle in a good condition • Maintain good driving standards at all times • To use and store tools and plant safely and effectively • To report any incidents to a line manager 	<p>No incidents/accidents or complaints regarding the use of a company van</p> <p>Vehicle in good condition</p> <p>Driving standards met</p> <p>No accidents, losses or damage</p>

	<ul style="list-style-type: none"> • Driving and parking responsibly 	100% compliance with manufacturers instructions and health and safety requirements
Health and safety	<ul style="list-style-type: none"> • Ensure the highest standards of health and safety are maintained in all areas • Take care of your own safety and that of others who may be affected by what you do (or do not do) • Follow the training you have received. • Use safe equipment at all times and use any PPE as instructed • Immediately report any accident, incident or near miss to your line manager • Work in both occupied and unoccupied properties in a safe manner for both yourself and the customers. • Co-operate with VIVID's Health and Safety and do not interfere with or misuse anything provided for your health, safety or well being • Carry out assigned tasks and duties in a safe manner, in accordance with instructions, and to comply with safety rules / procedures, regulations and codes of practice. 	<p>There is a great Health and Safety culture across the department</p> <p>You personally adopt behaviours which adhere to all Health and Safety policies and practises</p>



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	<ul style="list-style-type: none">• Report anything that you believe to be dangerous or unsafe practice or condition to your manager.• Take care of your own safety and that of others who may be affected by what you do (or do not do). This includes the way you use tools and any PPE worn	
Customer Service	<ul style="list-style-type: none">• Provide the highest standards of customer service to ensure delivery of a first-class repairs service	You consistently follow the 7 steps to our first-class repairs service

Person Specification

Qualifications	Legionella awareness hot and cold-water systems	E
Knowledge & Experience	Relevant knowledge/experience in water safety	E
	Good all-round practical skills, including problem solving and decision making	D
	Ability to work part of a team with minimum of supervision	E
	Knowledge & experience of Health and Safety regulations	E
	Experience of working to organisational practices, policies and procedures	E
	Working from specifications meeting quality control, cost control, and safety	D
	Experience of working in a customer facing environment	E
	Experience of using a PDA	E
	Knowledge of Equality and Diversity	E
Skills	Excellent communication skills, the ability to communicate clearly, orally and in writing	E
	Ability to complete a workload per day in accordance with scheduled diaries	E
Personal Qualities	Friendly and approachable	E
	Ability to work under pressure and to deadlines	E
	Self-motivated	E
	Ability to talk to people of differing technical expertise	E
	Positive “can do” attitude	E
	Lives our values	E
Other	Current, Clean Driving Licence	E
	<p>This is a physical role. Job holders must be capable of:</p> <ul style="list-style-type: none"> Working at heights Manual handling and lifting heavy and bulky items 	E



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	<ul style="list-style-type: none">• A high degree of mobility, which will include walking/lifting/loading and unloading vehicles <p>Flexibility in terms of working hours. This is not a 9-5 job, so job holders may be required to flexible hours to accommodate the business need. May be required to participate in an on-call rota on evenings and weekends.</p>	
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Appendix A - The 7 steps to our ambition of being a first class repairs service are:

1. A good first impression
 2. Keep in touch
 3. Hello #WeAreVIVID
 4. Being safe
 5. What happens next
 6. Tidy up
 7. Plan ahead
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1. A good first impression
 - Park respectfully
 - The right PPE
 - A clean uniform
 - Clean and tidy van
 - Arrive on time
 2. Keep in touch
 - keep us in the loop
 - use your mobile device
 - track your progress
 3. Hello #WeAreVIVID
 - Introduce yourself
 - show your ID badge
 - explain what you're going to do
 4. Being safe
 - Risk assess
 - is it safe?, if not stop,
 - take time to think about safety
 5. What happens next
 - Complete the job right first time
 - can't complete keep the customer informed
 - arrange next steps
 6. Tidy up
 - Finishing touches
 - clear up
 - talk about the survey whilst your there
 - are you proud of your work?
 7. Plan ahead
 - Close the job



- is your van fully stocked

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• phone your next customer