



JOB DESCRIPTION

**Form
JD1**

JOB TITLE: Plumber

POST NUMBER: 1100CSF

REPORTS TO (Job Title):

DEPARTMENT: Building
Maintenance

GRADE: 7

JE REF:

3294 B00563

PANEL DATE:

051113

1. MAIN PURPOSE OF JOB

To be able to provide a professional quality of Craftsmanship and customer orientated delivery of service to all the Building Department's internal and external customers

To be able to work on your own initiative and organise workload levels or work within a team discipline to identify Health & Safety strengths and areas for improvement and communicate these to your Supervisor for inclusion into the Management process

To adopt a multi skilled approach to tasks to allow job completion with the minimum visits and follow on from other trades.

2. CORE RESPONSIBILITIES, TASKS & DUTIES:

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| 1. | Undertake, with minimum supervision, routine maintenance/inspection/testing and repair work on plumbing installations and their associated systems. |
| 2. | Able to undertake domestic pipework and tank installation work, and/or existing heating system pipework re-configuration and repair work as required. |
| 3. | Assemble and install valves and fittings. |
| 4. | Install, repair and maintain underground storm sanitary and water piping systems. |
| 5. | Install, repair and maintain sinks, baths and toilets and test pipe systems and fixtures for leaks. |
| 6. | Have a good knowledge of general building and construction practices and be able to carry out some multi-skilling duties. |
| 7. | Be able to comply with the current Customer Service Standards. |

8.	Be able to monitor the post holder's own customer care skills and the need to review if necessary.
9.	Ensure that all worksheets, Documents and other paperwork are submitted correctly and on time as and when required.
10.	Assist with the training and day to day supervision of apprentices and guidance of correct procedures and working practices.
11.	Awareness of building fabric and construction methods in relationship to Asbestos awareness, Fire barriers and Building regulations etc.
12.	Assessment of jobs, requisition of materials, taking all necessary measurements, picking up materials, van stock control and all associated with the aforementioned works inc. safe disposal of all waste materials.
13.	Provide guidance, advice and liaise with contractors, clients, customers and staff as required.
14.	Undertake training as appropriate to ensure the necessary skills, competencies and qualifications to carry out the post.
15.	Assist in the receipt, issue, pricing of extra works via site instructions, orders ect.
16.	Be responsible for your allocated vehicle and the operation of any ancillary equipment.
17.	Carry out daily vehicle checks and complete associated paperwork as required.
18	Able to interpret Legionella assessment reports and action recommendations and improvements to plumbing systems.
19	Be able to comply with the current Customer Service Standards applicable to this role. Be able to monitor the post holder's own customer care skills and the need to review if necessary.
20	Assist with the training and day to day supervision of any apprentice employed including safe & proper guidance of procedures and working practices.

5. CONTACTS & RELATIONSHIPS

Some of the contact can be confrontational when assessing and negotiating with customers regarding repairs to their equipment. The post-holder must be customer-focused/orientated & able to use tact & diplomacy in handling such situations.

Dealing with routine issues with both staff and customers of the service.
Requiring tact and sensitivity on a daily basis.

On site liaison & Meetings with Heads of Establishments, site Managers, Caretakers, Designers and Technical representatives.

Liaison with utility companies, public utilities, other contractors, sub contractors, material suppliers and technical help lines.

Some of the contact can be confrontational when assessing and negotiating with customers regarding repairs to their property.

Ability to work within a pre-allocated appointment system, including direct liaison with tenants as required.

To inform tenants (with reasons) when it is not possible to attempt or complete a repair within a first visit and to make mutually agreed arrangements to return and complete work outstanding.

To liaise as necessary with other sections and trades to ensure the implementation and completion of repairs and maintenance works

Ability to work in a non-discriminatory manner, in accordance with the Council's Equal Opportunities Policy

Liaison with Utility Companies, Public Utilities, other contractors, sub contractors, material suppliers and Technical Help-lines, for example, liaising with appliance manufacturers, Yorkshire Water re: Burst Water Mains

Regular meetings with construction work-based Assessors/Reviewers for apprentice training inc. associated paperwork and reports.

Decisions may need to be taken which may have an effect on the service, the customer and staff. For example, taking the necessary actions within the 'Renewal Procedure' – such situations need to be handled tactfully & sensitively with the customer.

The post holder will need to organise & prioritise work in order to ensure appointments are achieved in order to satisfy customer requirements & satisfactory delivery of service.

<p>6.</p>	<p>DECISIONS – discretion & consequences</p> <p>Discretion</p> <p>Day to day decisions could influence future service delivery, for example, ensuring the meeting of agreed/pre-planned customer appointments to ensure delivery of service within agreed timescales.</p> <p>Onsite decision making and solutions, such as identifying the requirement for a spare part, raising the order, & making arrangements to revisit & complete the job within agreed timescales.</p> <p>Responsible for specific area of work within the wider building services processes and team. Low level operation decisions made in the absence of the Supervisors.</p> <p>Organise and prioritise workloads to meet customer needs. Day to day decisions could influence future service delivery The post holder will be required to know from their experience which are the best tools for the job at hand, how to set them up correctly to avoid accidents eg cutting through cables and pipework</p> <p>Consequences</p> <p>Potential short-term impact on service delivery and operational reputation.</p> <p>Decisions will have an impact on the service delivered to customers</p> <p>Everyday decision making will be of a safety-critical nature, ie making judgements on the safety of appliances and/or associated installation pipework in order to prevent the potential damage to the fabric of the building</p>												
<p>7.</p>	<p>RESOURCES – financial & equipment <i>(Not budget, and not including desktop equipment.)</i></p> <table border="0"> <thead> <tr> <th style="text-align: left;"><u>Description</u></th> <th style="text-align: right;"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td>Tools and Equipment</td> <td style="text-align: right;">£ 500</td> </tr> <tr> <td>Van stock materials</td> <td style="text-align: right;">£ 700</td> </tr> <tr> <td>Mobile technology equipment</td> <td style="text-align: right;">£ 300</td> </tr> <tr> <td>Vehicle</td> <td style="text-align: right;">£ 17000</td> </tr> <tr> <td>Cherry pickers ,specialist access equipment (occasional use)</td> <td style="text-align: right;">£20000</td> </tr> </tbody> </table>	<u>Description</u>	<u>Value</u>	Tools and Equipment	£ 500	Van stock materials	£ 700	Mobile technology equipment	£ 300	Vehicle	£ 17000	Cherry pickers ,specialist access equipment (occasional use)	£20000
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8.	<p>WORK ENVIRONMENT – work demands, physical demands, working conditions & work context</p> <p>Work Demands</p> <p>The job undertakes routine repairs which is constantly interrupted to react to emergency works at Local Authority Domestic and Commercial Buildings. The job is subject to meeting appointments made by others.</p> <p>Must have a flexible approach to working hours, and at the request of the Supervisor, work out-of-normal-hours to assist with completion of emergency repair work.</p> <p>Although some of the work is planned, quite a lot of the work is done on a reactive basis and the post holder has to organise their work in order to meet the demands put on them and make arrangements with their supervisor if these cannot be met.</p> <p>Physical demands</p> <p>The work is of a physical nature and the post holder is expected to climb ladders, work at height, and work under floors and in awkward & hard places to reach and spend most of the day standing, kneeling, walking and occasionally lifting.</p> <p>The works are carried out by qualified trades people and requires high levels of concentration.</p> <p>Working conditions</p> <p>The post holder is required to work in various conditions such as dirty or empty dwellings which may have no heating and on occasion, no natural light. On occasions, some of the conditions can be cramped when accessing system components fitted in cupboards etc. The post holder is also required to work outside in all weather conditions on a regular basis. Working unsupervised within buildings with vulnerable people & elderly, mentally & infirm (ie; Elderly peoples homes, children’s homes and domestic dwellings</p> <p>To comply with corporate policies and procedures, as appropriate (eg financial regulations, personnel policies etc)The post holder is required to work in various conditions such as dirty or empty properties which may have no heating and on occasion, no natural light.</p> <p>On occasions, some o the conditions can be cramped when working in boiler rooms etc.</p> <p>The post holder is also required to work outside in all weather conditions on a regular basis.</p> <p>Work context</p> <p>The post holder spends the majority of their time working on their own in occupied properties where they may occasionally be at risk of both physical abuse and aggressive behaviours from the occupants.</p> <p>Work must be carried out within the procedures set out in the Safety Method Statements and the post holder must work within the ‘Duty of Care’ of employees to all Health & Safety legislation appropriate to the post and towards colleagues. Customers and the general public.</p> <p>Ensure that all accidents and near misses are reported when they happen</p> <p>Ensure employees compliance within the Health & Safety at work act 1974.</p> <p>Able to work at heights when required and recognise and use any necessary safety equipment.</p>
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<p>9.</p>	<p>KNOWLEDGE & SKILLS</p> <p>Apprentice trained Plumber/Approved Plumber</p> <p>Education and training to NVQ level 3 in Plumbing or equivalent</p> <p>Knowledge of Health & Safety procedures in relation to work and the general Building Industry</p> <p>Maintenance operations NVQ level 2 (Leeds College Building)</p> <p>Full Driving Licence</p> <p>COSHH regulation training</p> <p>Ability to safely load vehicles/materials</p> <p>Abrasive wheel certificate</p> <p>Sharps and drug related work awareness training</p> <p>Mobile working (smart working)</p> <p>Full driving licence</p> <p>Ability to work at heights & suitably trained in use of access equipment</p> <p>Undertaken Asbestos awareness training.</p> <p>Manual handling and safe lifting training</p> <p>The ability to complete and submit accurate worksheets, documents and associated paperwork on time and when necessary</p> <p>The ability and experience to carry out site based Risk Assessments and awareness of safe systems of work</p> <p>Cable avoidance tool & locator trained (where required)</p> <p>Knowledge of Construction related Health, Safety, Welfare & Environmental legislation.</p> <p>Ability to work as part of a team by sharing knowledge & experience in order to gain clear results.</p> <p>To be able to recognise training requirements specific to the post or for future advancement.</p> <p>To assist towards the formulation of a training plan and assist towards the unit's skills base (other skills that you may have that are not directly related to your post).</p> <p>Ability to remain calm and diplomatic in a fast paced responsive repair Environment.</p>
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10. Position of Job in Organisation Structure

