JOB DESCRIPTION

Post Title: Plumber (Gas)	**Director/Service/Sector** Housing Services, Repairs and maintenance		**Office Use**
Grade: Band 7	**Workplace**: Anywhere in the county		JE ref: 4134 HRMS ref:
Responsible to: Team Leader	**Date:** April 2022	**Craft Worker:**	
Job Purpose: To undertake repairs to the Council's housing stock, public buildings and other premises to a high quality in accordance with any pre-determined specification, time-scale or appointment.			
Resources Staff	Mentoring and day to day supervision of apprentices. Supporting their development and training, including taking part in reviews with training bodies and team leaders		
Finance	N/A		
Physical	Equipment, tools and van		
Clients	Tenants, internal and external stakeholders. - shared responsibility for the general wellbeing and safety of those who use the service, the general pub		

Duties and key result areas:

- Undertake internal and external plumbing and cental heating repairs to the highest standard in accordance with work requests and pre-determined specifications to a wide range of fixtures and fittings. Where working on heating systems, ensure that installation and repairs are carried out to gas safe regulations, building regs and applicable British Standards. Completion of appropriate certification and updating systems on completion of works.

- To ensure that adequate store and materials are available in order to undertake the required repair. Employees will be responsible for the maintenance of their imprest stock levels. They will be required to keep such materials in a secure fashion and replenish stock as necessary, keep proper records, to itemise stock usage on individual works orders and immediately notify their supervisor of any discrepancy or losses discovered, if they occur.

- To undertake a visual inspection of any vehicle used by the post-holder to ensure that lights, tyres washers and wipers are in a serviceable condition. Vehicles must be driven with courtesy and care and kept clean and tidy by users Complete daily vehicle inspections every morning prior to starting work record any defects using the council's processes and procedures Ensure vehicle defects are reported to the council's vehicle workshop as soon as possible

- To ensure that all work is completed on time and to a high standard.

- Where a detailed specification is not provided to assess and undertake the most cost-effective repair solution to remedy the defect. Where necessary seeking authorisation from the Team Leader before proceeding.

- Undertaking any necessary draining and re-filling of hot and cold water systems before leaving site.

- To assess whether an appliance represents a danger to the occupant where a repair cannot be affected immediately to append a potentially dangerous appliance notice to the defective equipment. Give advice to the occupant concerning the notice and the use of the appliance. Where necessary make arrangement with the Team Leader for the provision of temporary heating.

- Following a leak of water in the vicinity of any electrical fittings ensure that the relevant electrical circuit is switched off and an electrician is called to ensure the safety of the wiring and electrical fittings.

- To ensure that a high level of customer care is adopted when undertaking repair or construction work.

- To have a sound knowledge of relevant sealants, compounds, glues and fixings and to ensure any preparations and applications are undertaken in accordance with the manufacturer's instructions.

- Ensure the services provided represent value for money and, if services are not provided in line with the service standards set, take appropriate action promptly to remedy service delivery shortfall.

- To receive and refer any additional repair reports from tenants and pass appropriate details to the Customer Services Centre.

- To have a sound working knowledge of all elements of building construction, components, building trades and applicable building regulations.

- To have a sound working knowledge of health and safety legislation and safe working practices and ensure these are adopted when undertaking repair or construction work and where required issuing instructions / advice to tenants to ensure the health and safety of any occupants.

- Work to an appointment system and complete work within a priority time scale.

- Work subject to quality inspection

- The post holder will be committed to multi-skilling to undertake peripheral or incidental work not directly associated with the post-holders' main trade in order to complete a repair. E.g. minor plumbing, joinery, plastering and occasional brickwork. Minor electrical works, with appropriate training.

- Undertake periodic training and development as required by the needs of the service, to ensure changes in systems and emerging technologies can be managed and serviced in line with regulations and manufacturers requirements.

- Ensure that all work is carried out safely in line with H&S regulations, policies, and procedures. Undertaking and contributing to Risk Assessments as and when required.

- Attend all toolbox talks and briefings as required by the service.

- Ensure compliance with organisational requirements for Data Protection, risk management, safeguarding, health and safety and other legal and statutory requirements, along with best practice and general duty of care. Including supporting the council's obligation to ensure community safety through making referrals as and when appropriate.

- To ensure confidentiality is maintained at all times.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements: Daily travel to various locations within the county
Working patterns: 37 hrs per week. Fixed hours. Evening and weekend work – standby rota
Working conditions: Work with chemicals, sealants, pastes, glues and other fixing materials and dealing with gas and electrical supply in tenants' homes, empty houses and other public building as required (some work may be in confined and difficult to reach areas)

PERSON SPECIFICATION

Post Title: Plumber (Gas)	**Director/Service/Sector:**	Ref: 4134
Essential	**Desirable**	**Assess by**
Knowledge and Qualifications		
Must hold a gas safety certificate City & Guilds Level 3 Plumbing (or equivalent) A broad knowledge of building construction. Good knowledge of the Health & Safety requirements associated with the trade	An understanding of local authority housing.	
Experience		
Extensive experience of being a plumber (Gas) and of undertaking gas installations. Experience in a customer facing environment	Of working in a local authority or Housing association or similar environment	
Skills and competencies		
Good organisational, problem solving and planning skills Good communication skills Demonstrate sound decision-making skills Ability to meet the travel requirements of the post Ability to mentor and supervise trainees and apprentices, including attending meetings and writing progress reports to support their development.	Skilled use of Google and Microsoft I.T. applications Ability and familiar with the operation of the Council's technical recording software " Easy Cert" Committed to undertake any necessary training to maintain competency of the role Committed to continuous professional development Committed to continuing service improvement Good interpersonal skills with the ability to build excellent working relationships	
Physical, mental and emotional demands		
Working in a range of positions, sometimes in confined spaces with the need to carry tool, equipment and materials. Handling chemicals, sealants, pastes and glues and works with gas, water and electric supply Regular periods of concentrated mental attention Regular contact with tenants working in their homes may result in some emotional demands Some exposure to disagreeable and unpleasant conditions		
Motivation		
Must be self motivated and have the ability to work unsupervised. Understanding the diverse needs of customers. Work collaboratively as part of a team		

Flexible approach to delivery of the service to customers. Willingness to support the need to provide an out of hours / emergency service and attend appointments outside of normal working hours on occasion.		
Other		
Maintain a Full clean driving licence to deliver the service across a wide geographical area Able to work unsupervised Able to work outside of normal office hours, as required.		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits