

Northumberland County Council
JOB DESCRIPTION

Post Title: Plumbing Apprentice		Directorate/Service: Local Services – Housing	Office Use
Band: National Apprenticeship Pay Framework			JE ref: HRMS ref:
Responsible to: Team Leader		Workplace: Various	
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	None	
	Finance	None	
	Physical	Some work of a physical nature which may involve lifting & moving equipment, working at heights and working in confined spaces	
	Clients	General dealings with the public and clients of the Council.	
<p>Duties and key result areas: Undertaken individually or as part of a team, these are examples of the nature and level of those expected to be undertaken by the post holder. You will complete apprenticeship training to enable you to develop into the below responsibilities:</p> <ol style="list-style-type: none">1. Undergo apprenticeship training both on and off the job, as required to maintain a high competency level in the area of electrical contracting and management of electrical safety.2. Undertake internal and external plumbing and central heating repairs to the highest standard in accordance with work requests and pre-determined specifications to a wide range of fixtures and fittings.3. To ensure that any joints and compression fittings are free from any leakage prior to leaving the site.4. To ensure that adequate stores, materials and equipment are available to undertake the necessary repairs.5. To ensure that all work is completed on time and to a high standard.6. 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.7. Undertaking any necessary draining and re-filling of hot and cold water systems before leaving site.8. To assess whether an appliance represents a danger to the occupant where a repair cannot be effected 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.9. 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.10. Carry out CP12/CP4's(gas safety check and landlord certificate Legal requirement) on all void properties.11. Test and cap off all gas appliances and pipework in void properties.12. To ensure that a high level of customer care is adopted when undertaking repair or construction work.13. 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 manufacturers instructions.14. 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.15. To receive and refer any additional repair reports from tenants and pass appropriate details to the Customer Services Centre.16. To have a sound working knowledge of all elements of building construction, components, building trades and applicable building regulations.17. 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.			

18. work to an appointment system and complete work within a priority time scale.
19. Work subject to quality inspection
20. Work within tight timescale in order to return property in to rentable condition without delay in order to avoid further costs/loss of rent.
21. Work within tight timescales in order to return habitable properties to a lettable standard as quickly as possible
22. 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
23. 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

Physical requirements:	Working in a range of positions, sometimes in tight spaces with the need to carry tools, equipment and materials.
Transport requirements:	Daily travel to various locations within the county
Working patterns:	37 hours per week. Fixed hours. Evening and weekend work – standby rota.
Working conditions:	Working in tenant's homes, empty houses and other public buildings as required.

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PERSON SPECIFICATION

Post Title: Plumbing Apprentice	Director/Service: Local Services - Housing	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
<ul style="list-style-type: none"> A good general education demonstrating numeracy and literacy. An initial assessment may be carried out <p>(For those with an education, health and care plan or a legacy statement, the apprenticeships English and maths minimum requirements are Entry Level 3, and the British Sign Language qualification is an alternative to English qualifications for apprentices for whom this is their primary language)</p>	<ul style="list-style-type: none"> Grade 4 (C GCSE Maths & English (or equivalent; Level 2 Functional Skills) AS/A Levels 	Application Interview
Experience		
<ul style="list-style-type: none"> No previous experience required 	<ul style="list-style-type: none"> Experience working in a similar role or working for a local authority 	Application Interview
Skills and competencies		
<ul style="list-style-type: none"> Willingness to undertake other multi-skilling duties within construction requiring skills such as tiling, plaster repair and minor plumbing works. Good organisational, problem solving and planning skills Communication and interpersonal skills Ability to be flexible 	<ul style="list-style-type: none"> Customer care skills Team working, or can demonstrate working in teams 	Application Interview
Physical, mental and emotional demands		
<ul style="list-style-type: none"> Working in a range of positions, sometimes in tight spaces with the need to carry tools, equipment and materials. Regular periods of concentrated mental attention and tight deadlines Regular contact with tenants working in their homes may result in some emotional demands Some exposure to disagreeable and unpleasant conditions 		Application Interview
Personal attributes		
<ul style="list-style-type: none"> Motivation Willingness to work Reliable, good time keeping 	<ul style="list-style-type: none"> Ability to work as a team member 	Application Interview