

<b>Job Title:</b> Plumber	<b>Grade/ Level:</b> M	<b>Post Number:</b> CR6070 v2
<b>Directorate:</b> Housing & Communities Property Maintenance	<b>Job Family:</b> Craft	<b>Date Prepared:</b>

Role reports to (Job Title): **Contract Supervisor**

\*Please attach an organisation chart showing where this job reports within the structure.

**Job Purpose:**

To repair, install and maintain all types of domestic hot and cold water supplies and appliances to SCS standard within SCS training matrix.

**Key Accountabilities:**

1. To be able to service, repair and renew all types of domestic plumbing appliances.
2. To install new domestic plumbing appliances and services.
3. To be able to assess problems, interpret complex information with various types of plumbing systems, decide the appropriate measures to correct faults without delays. This requires analytical and judgmental Skills.
4. Competent in the use of data recording and analysing equipment.
5. Ensure property is left clean and tidy removing all rubbish and arrange with supervisor for collection making sure items suitable for recycling are separated.
6. To complete all work allocated or appointed by target date/time and priority.
7. To complete work to all appropriate standards i.e. approved codes of practices for the plumbing industries, also current building regulations, plumbing byelaws and schedule of rates.
8. To maintain the highest level in customer care and in line with service standards.
9. To have completed all required paperwork or electronic recording of test, time and material used, complying with all SCS working arrangements.
10. To order the appropriate spares from internal and external suppliers.
11. To have fully complied with Swindon Commercial Services policy regarding transportation.
12. To maintain the required qualifications for delivering the service as part of continuous professional development.
13. Participate in the training of apprentices and other trainees, report findings to supervisor.

**Supplementary Accountabilities:**

To participate and promote equality, diversity best practice in all areas of work.

In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management Of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger Yourself or other persons whilst at work. You must also co-operate with the Council to enable it to Comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal

Protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

**Job Scope:** Number and type of jobs managed:  
Supervision and training of allocated apprentices

Typical tasks supervised/allocated to others:

Job Scope:

Budget:

Assets: Vehicle, 15K

Tools and equipment 2.5K

Vehicle stock, 2.5K

Personal equipment 1.5K

## **Knowledge and Experience:**

### **Minimum:**

- City & Guilds, NVQ level 3 or equivalent recognised qualification.
- A modern apprenticeship, form of craft apprentice or equivalent.
- Sound working experience in domestic maintenance.
- Ability to make site visits.
- Demonstrate knowledge of participating in good practices i.e. H & S
- Must be able to carry out a full range of duties
- To have detailed knowledge of all other building crafts.
- Show ability to obtain other building skills with training to deliver the service.

### **Preferred:**

- Voluntary Out of Hours working unsupervised,
- Comply with SCS Training Matrix

### **Working Environment:**

- Outside and internal works – prepared to working in all weather conditions
- Hazardous conditions will exist at times.
- Involves working with extremely hot and hazardous materials.
- Involves working in properties that are highly disagreeable and unpleasant.
- A high level of manual dexterity and co-ordination is needed.
- Working in confined spaces, i.e. kneeling and crouching and working high and low levels

### **Potential Risks:**

- Potential exists for aggression and risk of injury,
- The job occasionally places intense emotional demands on the jobholder.
- Lone working.

## **Decision Making:**

- The Post-holder has a direct responsibility for making decisions, which will affect the future well being of individuals.
- Is empowered to make daily decisions working with minimal supervision within a structured process.

## **Contacts and Relationships:**

- Verbal contact with all levels of Council staff and member of the public.
- Written contact with Back office staff at SCS.
- Telephone communications with SCS and members of the public.

- Data communication with SCS office.

**Creativity and Innovation:**

- Work closely with all levels of Council staff and members of the public
- To suggest and devise modernisation improvements, for delivery of flexible working arrangements, working from home, mobile working and e procurement.
- Better use of labour, transport and materials.
- Challenging procedures.

**Job Specific Competencies:**

The job involves prolonged periods of concentrated mental attention.

**Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

**Employee Signature:**

**Print Name:**

**Date:**

**Line Manager’s Signature**

**Print Name:**

**Date:**