



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

|   |                                    |                                      |
|---|------------------------------------|--------------------------------------|
| <b>Job Title:</b><br>Plumbing and Domestic Heating<br>Technician Apprentice (Level 3) | <b>Grade/ Level:</b><br>Apprentice | <b>Post Number:</b><br>SBC_10439     |
| <b>Directorate:</b>   | <b>Job Family:</b><br>Craft        | <b>Date Prepared:</b><br>August 2018 |

### Role reports to (Job Title):

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

### Job Purpose:

To support the repair and maintenance of council premises to works associated with other building trades to Swindon Borough Council standards and within Swindon Borough Council training matrix.

- Carry out repairs to the plumbing and central heating systems.
- Understand and Maintain plumbing and drainage systems, for example repairs to WC systems, leaking taps or water testing and unblocking drains.
- Maintain high levels of water hygiene within a building
- Understand and maintain plant and, safety systems and equipment
- Demonstrate and implement energy, environment and suitable practices
- Understand and maintain grounds and external fabric of the building such as drainage and guttering
- Demonstrate and understand the control of resources and stock
- Understand and demonstrate the principles of planned preventative maintenance
- Understand how to prepare for refurbishment or deep clean of equipment and surfaces
- Carry out repairs and reactive maintenance
- Understand the importance of customer service

This is a training grade and the operative would be expected to carry out any of the duties described with minimum support and guidance from a qualified colleague.

To attend college to gain the experience in all relevant qualifications.

**Key Accountabilities:**

- Support and assist the service to carry out Plumbing and Gas maintenance work.
- Must attend internal and external training to extend knowledge in all other trade skill areas
- To attain apprenticeship level 2 and Level 3, Plumbing and Domestic Heating Technician (Level 3)
- Gain Knowledge on Statutory and non-statutory requirements.
- Gain experience with regards to adhering to the requirements under building control and GAS SAFE.
- Continue to gain experience in the use of data recording and analysing equipment.
- Ensure properties are left in a clean and tidy order, arrange for the removal of all debris by liaising with the Supervisor for the collection and ensuring items suitable for recycling in line with The Waste (England and Wales) regulations 2011.
- To maintain the highest level in customer care and in line with service standards.
- Expected to complete all required paperwork or electronic recording of test, time and material used, complying with all Swindon Borough Council's working arrangements, time management.

**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:

Typical tasks supervised/allocated to others:

**Job Scope:**

Budget:

Assets:

Tools and equipment

Personal equipment

**Knowledge and Experience:****Minimum:**

- 4 GCSE's at grade C or above including Maths and English or able to demonstrate predicted grades.
- Numerate and literate
- Ability to learn and to apply knowledge in a practical setting
- Willingness to learn to drive - hold at least a provisional driving license, or will obtain a provisional driving license upon appointment
- Some experience of dealing with the public
- Ability to communicate effectively with a range of people
- Can demonstrate the ability to solve practical problems
- Shows a basic understanding of the work of the relevant trade.

**Working Environment:**

- Outside and internal works – prepared to working in all weather conditions
- Working at Height may be required in certain circumstances
- Hazardous conditions will exist at times.
- Involves working with 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.

**Decision Making:**

