



## JOB DESCRIPTION

<b>Job Title</b>	Plumber		
<b>Directorate</b>	Community Services		
<b>Reporting to</b>	Supervisor		
<b>Grade</b>	12		
<b>Evaluation Ref:</b>	SCG1304	<b>Job Family Ref:</b>	
<b>Role Purpose</b>			
<p>To contribute to the provision of an excellent responsive repairs and void repairs service for Somerset Council's residents. Continuously improve the social housing stock and renew/repair/maintain the properties in line with required standards.</p> <p>To provide a high quality and customer focused repairs and maintenance service to communal areas, tenanted properties and empty homes. Continuously improve the social housing stock by repairing, maintaining and renewing the housing stock in line with required standards.</p> <p>The Somerset West and Taunton housing team own 5600 properties within their social housing stock. The majority of these repairs are undertaken with our own in-house contracting arrangements. Provision of an effective and efficient repairs service for its tenants is essential to ensure excellent customer satisfaction, meet tenancy and legislative requirements for water and hygiene safety, and maintaining the asset value of the property stock portfolio.</p> <p>You will have a main trade of plumbing, you could be working on your own if carrying out responsive repairs to occupied homes, or with others if working in empty properties or communal areas.</p> <p>This role is critical to maintaining safe plumbing installations to maintain the health and safety of our residents and others.</p>			
<b>Responsibilities</b>			
<b>Operational Duties</b>			
<p>You will be required to work to a high standard and delivery excellent customer service, you will need to plan and manage your workload to ensure that jobs are attended and completed within timescales and are completed right first time, reducing the need for any further follow up visits.</p> <p>Identification of the work required to resolve the problem, including deciding on required parts and general materials needed.</p> <p>Measure and order appropriate stock for each job.</p> <p>Ensuring correct imprest van stock is carried at all times, including review on a regular basis as required.</p>			

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Welding, brazing, leadwork and repairs to domestic hot and cold-water supplies, clearance and repairs to soil and associated pipework. Fixing leaks and maintaining pipework as required.

Acting as a subject matter expert, working with water and drainage systems.

Installing new hot and cold-water systems, and drainage.  
Designing new kitchens and bathrooms co-ordinating with trade colleagues and tenants.

Working with the Aids & Adaptations team installing specialist equipment and bespoke bathroom sanitary wear in consultation with the tenants and representative officers.

Removal of existing kitchens and bathrooms and associated remedial work.

Updating and completing initial 'first-fix' pipework to enable completing installation of new kitchens and bathrooms; second fix of sinks, toilets, baths, radiators and associated remedial work.

Detailed work to complete projects to final standard ready for tenants, which includes functions not specifically under the remit of plumbing.

Manage and coordinate all new water mains installations throughout the authority. Organise repairs of water mains due to low pressure, poor water quality or metallic tasting water as reported by tenants.

Prepare method statements, providing all external contractors with detailed mapping of where all existing utilities are located below ground.

Carry out tasks and projects with minimal support / guidance, whilst taking accountability for quality and quantity of work.

### **Repairs and other related duties**

Ability to undertake related repairs as required following plumbing work such as carpentry/masonry/filling/plastering/patch repairs to wall finishes and tiling.

Assess and facilitate removal of trees and/or roots that are damaging council drainage systems.

Installing, maintaining, and repairing pipes including joins, valves, drains and fixtures.

Responding to plumbing emergencies, determining the cause, and ensure the repair is resolved and made safe for tenants. Carry out drainage and septic tank supervision and maintenance working with the Environment Agency and water authorities as required, co-ordinating permits and regulatory documentation.

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### **Regulatory Responsibilities**

Have an up-to-date knowledge of and implement all work undertaken to current rules and regulations related to plumbing Building Regulations, British Standards for roofing, Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 2012, Control of Asbestos Regulations 2012, Work at Height Regulations 2005, Construction and Design Management Regulations 2015 and HSE produced guidance notes., and where necessary building and safety regulations.

### **Building Responsibilities**

Understand and be able to follow building plans, specifications and schedules of work.

Able to trace and rectify faults to plumbing systems, using knowledge and experience of differing installations and materials, and known weaknesses in their use.

Knowledgeable and experienced in ensuring the building fabric of properties is not compromised when undertaking works, e.g. fire safety, structural members, vapour barriers etc.

### **Planning and Decision Making**

You will be required to make decisions on the best way to carry out repairs to meet the letting standard and in line with regulations and health and safety regulations.

The ability to plan, prepare and make decisions in line with policy and procedure is key.

Ensuring works progress as planned and there are no delays to works. This will include working around unforeseen problems and managing, unplanned additional work with required timescales.

### **Contract Management**

Co-ordinating with team supervisor, contractors and other trades to enable completion of works to properties in the most effective manner, sequencing as required.

### **Performance**

Understanding and working to agreed team and organisational KPI's such as repairs completed in time, right first-time fix on responsive repairs and customer satisfaction.

Collect local and customer intelligence to support service improvements that may

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present a risk to people or property. This would include raising safeguarding concerns and reporting other repairs and concerns such as damp and mould and hoarding issues.

Input and make suggestions on continuous improvement of processes and procedures for the customer and council.

### **Team Working**

You will be required to work closely with the repairs, scheduling, and compliance teams to ensure removal of asbestos to avoid any delays to works being carried out, that works are planned in sequence e.g. ordering of scaffolds and materials.

Understand when to consult with others from the wider team and contractors. Identifies, refines, and champions new ways of working with peers.

### **Customer Service**

Be an ambassador for Somerset Council, always presenting a positive image.

Deal with enquiries from residents and members of the public in a courteous manner promoting a positive image that enhances the reputation of the Council.

Provide a first-class service to existing residents and carry out work to a high standard.

Provide advanced level advice and information as required, assisting with customer enquiries.

Have the ability and skills to diffusing potential aggressive situations ensuring accurate and prompt reporting of any incidents and accidents.

Provide information to customers and colleagues in easy-to-understand terms that non-technical people will understand.

Manage low level complaints and resolve where in your remit to do so, this may include contacting colleagues to raise inspections or additional repairs to be carried out.

### **Stakeholder Engagement**

Engagement with residents, and a variety of skilled trade operatives is essential.

Work with other team members to organise and manage workloads effectively, ensuring that all performance and customer standards are met.

### **Project Work**

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Project work may involve the identification of new products and innovative solutions and implementing any new materials / solutions along with the team.

The role is key to the successful delivery of works in empty properties to meet the Council's Lettable standard, including 'Major Void' projects, as well as specific ad-hoc projects such as water safety remedial repairs following Water Risk Assessments (WRA's).

Detailed work to complete projects to final standard ready for tenants, which includes functions not specifically under the remit of plumbing.

Manage and coordinate all new water mains installations throughout the authority.

Organise repairs of water mains due to low pressure, poor water quality or metallic tasting water as reported by tenants.

Other projects may include assessing treatment plant performance, identifying upgrade works required whilst ensuring that we operate within the environment agency's regulations.

### **Machinery**

The role operates powered tools (requiring appropriate qualifications and ongoing training).

### **Vehicle Maintenance**

Carry out basic care and maintenance of vehicles and equipment, including checking fluid levels, tyre pressures and wear, bulbs etc. and to maintain vehicles and equipment in a clean and tidy manner. Report any faults to the Fleet Manager and your Supervisor.

### **Health and Safety**

Health and Safety requirements are a priority particularly with existing tenants and with rebuilding/restructuring of empty homes.

Works must be completed to the latest Health and Safety regulations and guidance notes. Review relevant risk assessments and the asbestos register prior to carrying out works and complete dynamic risk assessments for tasks as required.

Take reasonable care of own health and safety, including following training received when using any tools the employer has given you.

Co-operate with employer on health and safety, and do not interfere with, or misuse, anything provided for your health, safety or welfare.

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Inform employer, supervisor or health & safety representative if you think the work or inadequate precautions are putting yourself or the organisation at risk.

Working with the Health and Safety team utilising the Assure safety app covering toolbox talks, risk assessments and notifiable reporting.

### Administrative Duties

To accurately complete records which will be mainly electronic with some paperwork. To include use of mobile phone to view jobs, record attendance, completion of work, ordering of materials and e-mail use. Completing hot works permits.

### Impact

Oversee agency staff or apprentices to provide technical guidance and support and checking quality of work.

### Knowledge / Experience / Skills

Knowledge	Essential	Desirable	
Legionella awareness / risk assessment.  Diagnose plumbing and piping problems.  Troubleshoot System Failures. <ul style="list-style-type: none"> <li>• Technical knowledge of machinery and tools.</li> <li>• Competent in the use of Microsoft Office.</li> <li>• Principles of good customer service.</li> <li>• Understands the principles of data protection.</li> <li>• Knowledge and understanding of Health &amp; Safety legislation and requirements.</li> </ul>	X		
<ul style="list-style-type: none"> <li>• Local Government knowledge.</li> <li>• Understanding of the Housing sector.</li> <li>• Experience and knowledge of condensation, damp and mould, and the associated preventative works.</li> <li>• Understanding of other trade roles.</li> </ul>		X	
<b>Experience</b>			
Proven experience working in this field.	X		

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<p>Experience in fault finding, carrying out remedial repairs and carrying out improvement works such as replacement kitchens or bathrooms.</p> <p>Ability to use and update computerised devices (including Handheld smartphone or Tablet PC).</p>			
<p>Experience working in social housing.</p> <p>Experience working in occupied premises.</p> <p>Experience of working with customers who may be vulnerable or have support needs.</p>		<b>X</b>	
<b>Qualifications / Registrations / Certifications</b>			
<p>Apprenticeship / City and Guilds in Plumbing Level 2.</p> <p>Committed to CPD.</p> <p>Good standard of education (GCSE's in English and Math at grade C or higher).</p>	<b>X</b>		
<p>Apprenticeship / City and Guilds in Plumbing Level 3.</p> <p>Level 2 diploma.</p> <p>Unvented Hot Water Storage System Certificate. City and Guilds maintenance operations NVQ2 (plastering, tiling, carpentry, painting and decorating. Kitchen fitting, flooring, screeding etc).</p> <p>Health &amp; Safety Qualification.</p>		<b>X</b>	
<b>Skills</b>			
<p>It is essential you have the ability to problem solve on their own and liaise with others when required. This will include working with vulnerable tenants, contractors, internal departments, and regulatory organisations.</p> <p>Physically able to move heavy items may be a requirement of the role, especially when working alone.</p>	<b>X</b>		

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<p>It is essential you have good communication skills.</p> <p>Excellent team working skills and customer service abilities.</p> <p>Ability to use and update computerised devices (including Handheld smartphone or Tablet PC).</p> <p>Flexible and able to multitask with good level of accuracy and attention to detail.</p> <p>Persuasive and encouraging adopting a coaching style to enable customers to understand tasks being varied out.</p> <p>Problem solving and decision making, resolving issues under time constraints.</p> <p>Commitment to continued professional development.</p>	<p><b>X</b></p>		
<b>Working Conditions</b>			
<p>Working inside tenants' homes or void properties. Conditions can be poor, depending on the reason for visit and may encounter working in confined spaces or at height.</p> <p>A significant part of the role involves working away from the office in all weathers when safe to do so. The types of building will vary from flats, houses, sheltered housing schemes, offices, depots and municipal buildings.</p> <p>Both lone and team working required.</p> <p>Exposure to unpleasant or hazardous environmental working conditions frequently encountered.</p> <p>The role will be part of the out of hours rota (additional payment), which provides an essential service to our residents.</p>			
<b>Working Arrangements</b>			
<p>Somerset Council's dynamic Working Strategy will be applied to this position.</p>			
<b>Corporate Responsibilities</b>			
<p>Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>			