



JOB DESCRIPTION

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| POST: | PLUMBER |
| DEPARTMENT: | Housing Operations and DLO (Direct Labour Organisation) |
| REPORTING TO: | Senior Repairs Officer |
| RESPONSIBLE FOR: | Apprentices and Improvers if Required. |
| GRADE: | Spot Salary |

ORGANISATIONAL CONTEXT:

To ensure the Housing Operations DLO is developed as a flagship service that is great, consistent and modern.

To deliver a first-class, effective, customer-orientated service to internal and external stakeholders whilst maximising high standards of health and safety, performance, productivity and value for money. All aspects of the role will be undertaken using a multi-skilled approach to complement our right-first-time ethos.

MAIN JOB PURPOSE:

The post holder will be responsible for undertaking high-quality reactive repairs and maintenance works to internal and external elements of occupied properties, public buildings and associated external areas and ensuring works are completed to time/quality standards. Provide outstanding customer service and excellent standards of performance to the public and residents of Babergh and Mid Suffolk District Councils.

To contribute to continuous improvements and help deliver top-quartile performance within the DLO and across Building Services.

Ensure that all plumbing tasks are completed within set timescales to comply with policies and procedures. This includes working with both internal and external stakeholders to ensure that works are delivered within agreed timeframes and to the desired quality of workmanship.

DUTIES AND RESPONSIBILITIES:

1. Carry out to the highest standard of a wide range of plumbing and other associated works. Undertake a broad range of multi-skilled repair activities outside of the basic trade such as minor carpentry and finishing works to provide a comprehensive repair service.

Including but not limited to -

- General plumbing repairs and maintenance.
- Clean, clear, repair or renew rainwater gutters and down pipes.
- Repair or renew wastes and soil pipes.
- Repair / replace hot and cold-water services, valves & fittings etc.

- Renew/repair heating pipework, radiators/valves and fittings etc.
- Drain down and recharge systems.
- Clean & test, repair or renew baths, toilets, urinals wash hand basins, sinks kitchen units and worktops etc.
- Clear blocked wastes, Soil vent pipes, toilets, sinks, baths, drains, gullies etc.
- Trace out water leaks and carry out rectification works.
- Excavation to wall or floor to access pipework and make good.
- Remove access panels as required and renew/replace them.
- Trace and clear blockages to above ground drainage. Removal of inspection and gully covers to carry out inspections,
- Clean out and test gullies and report back findings.
- Assist in the delivery of planned and cyclical plumbing work when required.
- Undertake trusted assessor survey and report as requested.

Deliver the highest level of workmanship in line with the current legislative standards, and performance standards and accordance with the Council's specifications and procedures.

2. Work at heights (with appropriate training) from e.g. scaffolding, ladders, cradles mobile towers etc. and erect temporary work platforms.
3. Assess works, diagnose faults and decide on the best remedy or rectification. Accurately measure, quantify and list material requirements.
4. Carry out work flexibly and with minimal disruption to the service users and ensure the premises are left clean and tidy to enhance the reputation of the Housing Directorate to deliver excellent services.
5. Ability to work flexibly and deal constructively with a diverse range of customers handling complaints with empathy and constructively.
6. Have a good working knowledge of current Building Regulations.
7. Carry out all work instructions allocated on time, in the order identified and to the required quality standard and within required time scales. Work in accordance with specifications as per work orders and adhere to the priority of the job, ensuring work status is updated in accordance with procedures.
8. Accurately complete administrative work including recording all works undertaken advising schedule codes and resources used in all instances on hand-held personal data assistant, similar device, or the appropriate works order. Complete all daily work records on time.
9. Positively participate in training and adopting new technologies to improve service delivery and productivity, ensuring your continuous personal development in line with trade standards. Carry out any training relevant to the post provide supervision and share knowledge with apprentices, improvers or less experienced staff when required. To promote an environment of continuous learning and improvement.
10. Ability to successfully organise and prioritise your workload.
11. Ability to deal with challenging behaviour on occasion.
12. To be responsible for the use and replenishment of impress stock abiding by the services material procedures. Proactively maintain and ensure sufficient adequate stock levels to carry out work efficiently.
13. Participate in all quality initiatives/service improvements aimed at providing service excellence to customers and clients
14. Maintain your vehicle to the highest standards, undertake daily routine safety and maintenance checks ensuring that your vehicle, machinery and equipment that is used is well maintained, kept

clean and not exposed to the risk of damage or loss/theft. Complete all vehicle documentation and report defects in accordance with Fleet Management Protocols. The vehicle should be clean safe and ready for use before the commencement of the working day.

15. Be responsible for and be contactable by mobile phone supplied by the department. Be well presented in Council uniform ensuring that the uniform is clean and well maintained and carry identification to be displayed at all times or on request and be the first point of customer focus with dealing with the public and residents during working hours.
16. To provide clear understandable information on the nature of proposed works and the potential impact on residents is provided before any works commencing.
17. To provide early warning information regarding residents' requirements and issues, including safeguarding implications which need to be responded to.
18. To undertake works as required by the service and to the benefit of the customer including completion of works if within reasonable timelines outside of agreed core hours, contractual agreement to rotas including weekends and out of hours.
19. To adhere to the conditions of parking permits issued to you and all Council parking enforcement and restrictions that are in place.
20. At all times comply with the Council's Health and Safety policies, procedures and safe working practices.
21. To actively promote customer care, value for money and performance management.
22. To demonstrate a wholehearted commitment to our vision, values and culture.
23. To positively promote and represent BAMSDC at all times.
24. To consistently promote and apply equality and diversity, in line with BAMSDC policy/procedures and ensure that this is demonstrated and maintained throughout all areas of responsibility.
25. To bring forward suggestions for service improvement, to assist with developing processes and training sessions and working groups where needed.
26. To maintain an up-to-date knowledge of legislation, regulations and best practise, relevant to the services provided.
27. To take responsibility for achieving personal targets by ensuring that continuous professional development (CPD) is maintained and updated to meet service needs.
28. To undertake all duties with due regard to Health & Safety legislation.
29. Undertake any general duties/associated works relevant to the post required and carry out all reasonable instructions as required in the delivery of excellent services to residents and the public. To engage positively in the development of the DLO and its services. The post holder will be expected to undertake such additional duties or responsibilities consistent with the role and grade, as may be allocated.

Additional information

- a) Does this job require a DBS check? Yes
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The job holder will participate in training, exercises, response, recovery or other activities to support the council's statutory duties concerning emergencies under the Civil Contingencies Act (2004). It is

expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**

- c) The post is designated as being politically restricted following the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifies them from standing for or holding elected office. **Yes/No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

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| REQUIREMENTS The post holder must be able to demonstrate: | MEASURED BY: A Application form I Interview T/P Test/Presentation |
| EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i> | |
| <ul style="list-style-type: none"> • City and Guilds or NVQ Level 2 in Plumbing & or relevant experience. • A recognised apprenticeship or time-served plumbing. • A recognised Health and Safety qualification covering construction, building and Plumbing works which includes but is not limited to working safety, working at heights, manual handling, COSHH, PPE, slips/trips/falls, asbestos awareness, first aid etc. • Multi-skilled experience that is associated with core trade skills. • Thorough knowledge of current and appropriate legislation with regard to building works, and H&S legislation. • CITB or similar training within CDM. • A good technical knowledge of housing properties and their building and service components. • IPAF and PASMA training • A full valid driving licence. | A |
| KNOWLEDGE & EXPERIENCE <i>(e.g., report writing, office experience, Microsoft Office)</i> | |
| <ul style="list-style-type: none"> • Knowledge of construction techniques and practices for all activities commensurate with the post including complementary skills. • Health and Safety legislation. • Current building and plumbing regulations include but are not limited to Water Supply (Water Fittings) Regulations 1999, Water Regulations Schedule (WRS) 2.7 and Thermostatic Mixing Valve Regulations. • Ability to communicate effectively with Customers and Colleagues. • Ability to work on own initiative and also as part of a team. • Ability to prioritise workload and work on own initiative. • Proven ability to work to deadlines. • Organisational and forward planning skills. • Level of IT literacy to be able to operate mobile electronic equipment e.g. PDA. | A / I |

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| <ul style="list-style-type: none"> • Knowledge of construction materials. | |
| SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i> | |
| <ul style="list-style-type: none"> • Excellent communication skills, written, verbal and visual. • Be proactive and engaging with customers, contractors and other stakeholders. • An ability and commitment to comply with the Council's Equal Opportunities policy. • Be adaptable to change and have the ability to acquire new skills and knowledge, thus being responsible for your own personal and professional development. • Able to work as a member of a team and self-manage duties when working alone. • Able to prioritise and use own initiative in organising and undertaking tasks. • The ability to follow drawings and plans. • Good practical skills with a careful and methodical approach to work. • Good numeric skills for calculating quantities. • A polite and professional manner for dealing with customers. • Able to work from heights and follow safety instructions. • Able to lift heavy components such as doors. • Has good communication and customer service skills both verbal, written and face-to-face. • The ability to erect a temporary platform to carry out work by following appropriate Health and Safety. • To work in confined spaces, with noise and dust etc. while wearing the correct PPE. • Provide reasonable performance and productivity in conducting all your duties in relation to your work and all work-related documentation. • A positive attitude to be flexible within the requirements of the role, and to forge and maintain effective interdepartmental working relationships. • Tact and diplomacy in all interpersonal relationships with customers, both internal and external. • A methodical, organised approach to work, self-motivation and personal drive to complete tasks to the required quality and within timescales. • Good problem-solving skills and attention to detail are important. • Good coordination and organisation skills. • The ability to work independently with some supervision and support and manage your workload and that of a team to ensure objectives are met. • A willingness to learn and develop. | <p style="text-align: center;">A/I</p> |
| BEHAVIOURS Behaviours will be tested at the interview against the Council's values (further detail below) | |
| Empowering, valuing, and developing our people. Valuing our customers Being open and honest Taking ownership Being ambitious | <p style="text-align: center;">I/TP</p> |

| EQUALITY AND DIVERSITY | |
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| Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation). | AI |
| OTHER | |
| Other | |
| Participate in working arrangements that are outside normal working hours including completion of jobs (ensuring first-time fix), evening and weekend appointments and any call-out rotas. | |



Our Values

...we believe in

OUR CUSTOMERS **BEING AMBITIOUS** **TAKING OWNERSHIP** **BEING OPEN and HONEST** **OUR PEOPLE**



MINDFUL EMPLOYER

disability confident EMPLOYER

DYING TO WORK

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| We empower, value and develop our people to work together as one dynamic and efficient team. | We care about delivering high quality, customer-focused outcomes with our communities and partners. | We are open, transparent and truthful. | We take pride in our work and take responsibility for our actions. | We are ambitious, inspiring our communities, taking pride in our places and striving for excellence. |
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