



Post title	Plumber
Division / Section	Housing Property Services – Housing and Regulatory Services
Department	Place
Responsible To	Team Leader
Number of Posts	

Purpose of Job

To work, either as an individual or as part of a team of operatives carry out plumbing work to Council properties and non Council properties.

Contribute to delivering the Council's core values.

Major Tasks/Job Activities

Complete plumbing related work in council and non council properties. 100%

Install, repair and renew any plumbing installations as required, meeting all legislative requirements.

This could include but not limited to:

Strip out and install new fittings.

Drain down heating systems.

Fit storage tanks and hot water cylinders.

Install showers, re set temperatures and purge valves.

Replace cast iron down pipes, waste pipes, guttering, and fittings.

Identify and diagnose faults and problems.

Carry out lead work to flashings on roofs.

Clear any choked pipe work.

Where appropriate set water temperatures for the control of Legionella.

Fit temperature control valves (TMV's) where appropriate

Where required carry out chlorination of water systems as per current regulations.

As required take part in winter weather working e.g. snow clearing.

As required complete labouring duties in conjunction with plumbing work..

The safe separation and recycling of components/materials in accordance with current legislation.

Multi skilling, you will be expected to carry out multi trade tasks that compliment and are associated with the core work activity tasks which you carry out.

Liaise with customers to provide a customer focussed repairs service.

Ensure all operations are carried out in a cost effective manner consistent with the requirements to achieve best value.

Keep records of work undertaken, including maintenance & repairs work.

Communicate with management and colleagues via appropriate method.

Complete jobs within the required timescale.

Comply with H&S policies and carry out on site risk assessments for jobs undertaken.

Measuring and estimating for each job and ordering materials via stores and external suppliers and returning unused materials.

Standby, all operatives must participate in the out of hours emergency standby rota within their service division.

Ensure site of job is left clean and safe.

Attend team meeting, performance reviews, training etc as required.

Undertake any other reasonable duties as directed by the management.

Supervision and Management of People (Numbers and type of staff)

When responsible for an apprentice/work placement the post holder will carry out on the job training and regular assessment and will provide feedback to Management.

Creativity and Innovation

The post holder requires diagnostic skills to solve on the job problems which arise when carrying out repair or installation work to ensure the work is completed to an acceptable standard.

The post holder is required to interpret plans and drawings and then adapt to suit the environment and the customer's needs.

Identify and diagnose faults and problems – tracing leaks, airlocks, broken valves, repair underground burst mains, clearing chocked drains, sinks, toilets and guttering etc.

Required to adapt parts for repairs where items are obsolete.

They are also required to ensure that all sites are a safe place to work, this requires problem solving skills / risk assessments to ensure work is able to progress safely.

Contacts and Relationships

The post holder will be required to assess requirements and inform customers of:

- Work to be carried out.
- How the works will impact on them or the users of the building.
- Any further work still to be completed.
- Health and Safety information about the repair/ installation.
- Advise upon completion of work and demonstrate the use and functions of any equipment installed.

The post holder will be required to develop and maintain effective relationships with a diverse range of people and organisations, including:-

- Repairs Direct/FM Helpdesk to get new jobs, modify jobs, request other trades etc.
- Relatives, Mobile Wardens, Housing Officers and Social Workers of vulnerable customers. To explain about visit, gain access and complete the job.
- Post holders must inform the appropriate building contact on arrival, completion or no access.
- Fleet Services in relation to vehicle checks.
- Management in relation to Operational provision, health and safety, performance, change, and resolving complex technical issues.
- Colleagues and contractors in relation to completing plumbing work.
- External and internal suppliers in relation to sourcing materials.
- Emergency Services and Scottish Water in relation to emergency situations.

Decisions (Discretion)

The post holder will be required to make the following decisions:

- The best way to carry out a repair or installation.
- Decides on the correct materials and equipment for the job.
- If further work required or the job will take longer than expected the post holder must decide the best course of action to ensure customers receive the best possible service.
- Decides on competency of Apprentice before allocating tasks.
- Decide if there is a need to change plans to ensure a better job and suits the needs of the customer.
- Identify and progress any follow on work if required.
- Inform management of any extended work periods which may impact on meeting future appointments/planned visits.
- If any activity in a property is improper or gives cause for concern it should be reported to management.
- When dealing with emergency work during the day or on standby, how best to prioritise work on the basis of risk to customers and the public, when to request other trades, when to call Emergency Services etc.

The post holder can make recommendations regarding the closure of buildings and the re-housing of the occupants.

The post holder can recommend if an installation requires an upgrade rather than a repair.

Decisions (Consequences)

The decisions made in the course of the job will impact on the health and safety of themselves, customers and colleagues, customer satisfaction and performance against targets.

Resources

The post holder is responsible for the safe use, safekeeping and cleanliness of their non LGV vehicle, equipment including, power tools, transformers, grinders etc and where required Legionella testers. Where applicable IT equipment including mobile communications equipment. Vehicles provided are for the sole use of Council Business only.

The post holder will carry approximately £2k of equipment and £1k of stock within the van allocated to them. They are fully responsible for the safe keeping, monitoring and replenishment of these resources. The value of IT and phone equipment is approximately £500.

The post holder is required to complete vehicle check sheets, standby sheets and job sheets and complete HAVS recording.

Environment – Work Demands

The post holder is fully responsible for completing the work once a full assessment has been carried out by them and in line with the set designated timescales e.g. Right First Time/ Tenants First Targets. They are expected to make the assessment on site and where required inform the customer. If they are unable to complete the work they must inform the management or FM Helpdesk/ Repairs Direct to book follow on work before leaving site.

The post holder is required to reprioritise their workload to accommodate emergency calls.

When responsible for an apprentice, will assess competency, then allocate and check work on completion.

Environment – Physical

This is an operational post and physical demands such as manual handling, carrying, bending, kneeling and generally working in small awkward spaces are required as part of the job.

For the majority of the time the post holder will be standing, kneeling and crouching for long periods under floorboards and sinks, in attics and cupboards.

The post holder is required to lift and carry heavy items such as cast iron pipe work, baths, sinks etc, tools and ladders up flights of stairs where there are no lifts. This can be up to ten times a day. Moves and lifts furniture, white goods and carpets/flooring for vulnerable customers.

Required to remove and break up galvanised tanks and cast iron baths.

Environment – Working conditions

The post may require the plumber to work in conditions for long periods of time which could be:

- Noisy, dusty and dirty due to working under floorboards, in attics from glass wool insulation and in the use of power tools and vibrating machinery for the duration of each job.
- Extremely dirty in unhygienic properties. Potentially exposed to pet/human excrement, parasites etc.
- Regularly exposed to human waste and sewage from kitchens, bathrooms and public toilets.
- Working outside in all weathers up ladders and scaffolding to access pipes and guttering.
- Extremely cold e.g. empty properties with no heating.

Appropriate PPE shall be provided, including where necessary specialist PPE, such as eye protection and dust masks.

Care should be taken when using power tools while working up ladders/scaffolding, under floorboards and in attics.

An awareness of safe working procedures particularly when working close to gas and electricity supplies.

Required to take care when unblocking toilets and drains as there may be a risk of infection.

Care should be taken when using COSHH material.

Should take care when lone working as may be subject to challenging behaviour.

Knowledge and Skills

The post holder must have:

- An approved recognised trade qualification e.g. City & Guilds, SVQ level 3 or equivalent
- Knowledge of current Water Byelaws
- A full driving licence.
- A CSCS Card.

The post holder should have a working knowledge of all current Health and Safety legislation and best practice.

Ability to effectively plan workloads, identify areas of potential failure and take preventative action.

Be able to communicate information to customers and colleagues which is meaningful.

Be able to use a range of communication skills when dealing with challenging customers.

Flexibility is essential, together with excellent communication skills and the ability to communicate effectively with people.

A Chlorination certificate is desirable.

Where appropriate, relevant training shall be provided.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).