

JOB DESCRIPTION

Post Title: Plumber (Gas)	Director/Service/Sector HfN		Office Use
Grade: 5 (Plus Market Forces Allowance when applicable)	Workplace: Anywhere in the county		JE ref: 3079 HRMS ref:
Responsible to: Team leader Gas	Date:	Craft Worker:	
Job Purpose: To undertake repairs to the Council's housing stock, public buildings and other premises to a high quality in accordance with any pre-determined specification, time-scale or appointment.			
Resources	Staff	None	
	Finance		
	Physical	Equipment, tools and van	
	Clients	Tenants	
Duties and key result areas:			
<ol style="list-style-type: none"> 1. Undertake internal and external plumbing repairs to the highest standard in accordance with work requests and pre-determined specifications to a wide range of fixtures and fittings. 2. To ensure that any joints and compression fittings are free from any leakage prior to leaving the site. 3. To ensure that adequate stores, materials and equipment are available to undertake the necessary repairs. 4. To ensure that all work is completed on time and to a high standard. 5. Where a detailed specification is not provided to assess and undertake the most cost effective repair solution to remedy the defect. Where necessary seeking authorisation from the Team Leader before proceeding. 6. Undertaking any necessary draining and re-filling of hot and cold water systems before leaving site. 7. To assess whether an appliance represents a danger to the occupant where a repair cannot be effected immediately to append a potentially dangerous appliance notice to the defective equipment. Give advice to the occupant concerning the notice and the use of the appliance. Where necessary make arrangement with the Team Leader for the provision of temporary heating. 8. Following a leak of water in the vicinity of any electrical fittings ensure that the relevant electrical circuit is switched of and an electrician is called to ensure the safety of the wiring and electrical fittings. 9. To ensure that a high level of customer care is adopted when undertaking repair or construction work. 10. To have a sound knowledge of relevant sealants, compounds, glues and fixings and to ensure any preparations and applications are undertaken in accordance with the manufacturers instructions. 11. Ensure the services provided represent value for money and, if services are not provided in line with the service standards set, take appropriate action promptly to remedy service delivery shortfall. 12. To receive and refer any additional repair reports from tenants and pass appropriate details to the Customer Services Centre. 13. To have a sound working knowledge of all elements of building construction, components, building trades and applicable building regulations. 14. To have a sound working knowledge of health and safety legislation and safe working practices and ensure these are adopted when undertaking repair or construction work and where required issuing instructions / advice to tenants to ensure the health and safety of any occupants. 15. The post holder will be committed to multi-skilling to undertake peripheral or incidental work not directly associated with the post-holders main trade in order to complete a repair 16. To ensure confidentiality is maintained at all times. 17. The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. 			
Work Arrangements			
Transport requirements: Daily travel to various locations within the county			

Working patterns: 37 hrs per week. Fixed hours. Evening and weekend work – standby rota

Working conditions: Work with chemicals, sealants, pastes, glues and other fixing materials and dealing with gas and electrical supply in tenants homes, empty houses and other public building as required (some work may be in confined and difficult to reach areas)

PERSON SPECIFICATION

Post Title: Plumber (Gas)	Director/Service/Sector:	Ref: 3079
Essential	Desirable	Assess by
Knowledge and Qualifications		
Must hold a gas safety certificate City & Guilds Level 3 Plumbing (or equivalent) A broad knowledge of building construction. Good knowledge of the Health & Safety requirements associated with the trade	An understanding of local authority housing.	
Experience		
Extensive experience of being a plumber (Gas) and of undertaking gas installations. Experience in a customer facing environment	Of working in a local authority or Housing association or similar environment	
Skills and competencies		
Good organisational, problem solving and planning skills Good communication skills Demonstrate sound decision-making skills Drive		
Physical, mental and emotional demands		
Working in a range of positions, sometimes in confined spaces with the need to carry tool, equipment and materials. Handling chemicals, sealants, pastes and glues and works with gas, water and electric supply Regular periods of concentrated mental attention Regular contact with tenants working in their homes may result in some emotional demands Some exposure to disagreeable and unpleasant conditions		
Motivation		
Must be self motivated and have the ability to work unsupervised. Understanding the diverse needs of customers. Work collaboratively as part of a team		
Other		
Full clean driving licence Able to work unsupervised Able to work outside of normal office hours, as required.		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits