



Job profile

Plumber - Repairs and Maintenance

Grade SCP 17-20 £24,491 - £25,991

Group: Property & Assets

Service: Repairs and Maintenance

Location: Shearlegs Road

Line Manager: Project Manager - Repairs & Maintenance

Car User Status: None

Job Purpose

To undertake 1st & 2nd plumbing work covering repairs, refurbishment and upgrades to a range of housing and other Council properties.

The key roles of this post will include:

1. To ensure conduct and behaviour demonstrates a commitment to the core company values and promotes cross service working to achieve an excellent customer service and outcomes
2. To be proactive in all aspects of health & safety management to comply with current legislation, including CDM Regulations, promote a culture of good health and safety practice within the working environment, ensuring personal responsibilities to yourself and others are discharged in line with company policies and procedures.
3. To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues
4. To actively participate in the evaluation, development and continuous improvement of the service. Keeping up to date with policies and procedures and participating in meetings and training as necessary
5. To work as part of a team collaborating and sharing knowledge openly to enhance service delivery, ensuring both individual and team objectives are met.
6. To work individually or as part of a team to undertake high quality plumbing repairs to housing properties and other Council properties including schools and offices
7. To undertake refurbishment works in association with other trades including elements of replacement kitchens, bathrooms and drainage systems
8. To liaise with customers and sub-contractors to provide a responsive service to our customers.
9. To undertake a continual program of Risk Assessment in relation to your role
10. Utilise both electronic and paper-based systems to accurately record use of labour and materials against each job.
11. Travel efficiently and effectively between various works locations within the borough of Gateshead meet the operational requirements of the Service.



12. The post holder may be required to perform duties, appropriate to the post, other than those given in the job profile.

Knowledge & Qualifications

Essential:

Knowledge

- A good understanding of equality and diversity and how this is demonstrated within a work environment
- Working knowledge of Health and Safety procedures and regulations

Experience

- Experience in all aspects of Plumbing work
- Experience of and able to work at height, on scaffold and in confined spaces
- Experience of the repairs and maintenance and/or construction Industry

Qualifications

- NVQ level 2 in Plumbing or City and Guilds Craft Certificate (or equivalent)
- 5 GCSE's or equivalent at Grade 4 / C or above (including Maths and English) or equivalent.
- Full driving license or ability to meet the travel requirements of the post
- Evidence of continual professional development and a willingness to undertake any additional corporate or trade training as required

Desirable:

Knowledge

- Working as part of a diverse and inclusive workforce



Experience

- Able to work to tight deadlines
- Able to accurately record materials and timings
- Ability to operate ICT systems to manage workflow
- Working with a diverse range of customers

Qualifications

- A gas qualification
- Asbestos Awareness
- Manual handling
- Work at Height

Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

**Flexibility**

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences