



## **JOB DESCRIPTION**

<b>POST TITLE:</b>	Plumber
<b>DEPARTMENT:</b>	Property Services
<b>RESPONSIBLE TO:</b>	Property Services Supervisor/Property Services Manager
<b>PURPOSE OF THE JOB:</b>	To work either alone or as part of a team undertaking the duties of a plumber on building maintenance and improvement work.

### **SPECIFIC RESPONSIBILITIES:**

1. To undertake the duties of a plumber to include repairs and maintenance to the Company's housing stock and other properties as directed, ensuring that the quality of work meets the highest standards.
2. To carry out works in an efficient and effective manner, minimising non-productive time wherever possible, and reporting to the Property Services Coordinator any difficulties encountered with any productivity problem.
3. The duties of a plumber will include repairs, servicing and replacement including ball valves, baths, basins, solid fuel boilers, cylinders and tanks, gutters, leadwork, pipework, soil pipes, sinks and sink units, taps and cocks, waste traps and pipes, WC pans, cisterns, etc.
4. Wherever possible, to carry out "main trade makes good" practise.
5. To ensure excellent levels of customer service, taking all possible steps to accord with their reasonable wishes and taking account of any special needs.
6. To be responsible for any vehicle allocated and to undertake the appropriate vehicle checks, keep it in a clean and tidy condition. Includes action to record defects and ensure that they are rectified.
7. To be responsible for any company equipment issued and to undertake the appropriate inspections prior to use. To not abuse or misuse the equipment and to use it in accordance

with the manufacturers recommendations. To report defects to the appropriate Manager / Supervisor promptly and ensure that they are rectified.

8. To ensure effective, efficient and timely operation of PDA in relation to allocation and organisation of jobs to improve performance
9. To ensure all paperwork including work sheets, time sheets, vehicle sheets and the appropriate certification and warning notices are correctly completed and signed. Returning them promptly to the supervisor as required.
10. To undertake work at all times in accordance with safe working practices as laid down in health and safety manuals, method statements, risk assessments and health and safety plans.
11. To undergo specific training to improve skill levels and knowledge, and to maintain appropriate registrations and accreditations.
12. To liaise with other staff of the Company in order to improve the level of service offered to customers.
13. To be available for call-out rotas and emergency situations. Part of the requirement of being on the call out rota will be the responsibility to keep the business up-to-date with personal mobile and home telephone numbers.
14. To mentor and guide apprentices through their training and development during their apprenticeship programme.
15. To ensure vigilance in identifying any safeguarding issues and raise them to the Neighbourhood Services Team and or appropriate line manager/supervisor.

#### **GENERAL**

- 1 The post-holder will be expected to comply with the Company's policies, procedures and initiatives; in particular, equality and diversity, health and safety and safeguarding.
- 2 The post-holder will be expected to promote the Company in a positive manner at all times.
- 3 The post-holder is expected to be proactive in identifying how services, policies and procedures can be improved and seek authority to implement changes which benefit the Company and its customers.

No job description can cover every issue which arises within the post at various times and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document

**I accept that this job description is a fair description of the job I have applied for.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print:** \_\_\_\_\_