

Job profile – Plumber

Grade – £22,658 – £24,174 per annum (SCP 25-27)

- **Location:** Shearlegs Road or site based
- **Service:** Property and Assets
- **Line manager:** Line Supervisor
- **Car user status:** Not applicable

Job purpose

To undertake 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 work individually or as part of a team to undertake high quality plumbing repairs to Council housing properties.
2. To work individually or as part of a team to undertake high quality repairs to other Council properties including schools and offices.
3. To undertake refurbishment works in association with other trades including elements of replacement kitchens, bathrooms and drainage systems.
4. To liaise with customers and sub-contractors to provide a responsive service to our customers.
5. Ensure implementation and compliance with Health & Safety policies and procedures.
6. To undertake a continual program of Risk Assessment in relation to your role.
7. Utilise both electronic and paper based systems to accurately record use of labour and materials against each job.
8. Travel efficiently and effectively between various works locations within the borough of Gateshead to meet the operational requirements of the service.
9. To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues.
10. The post holder may be required to perform duties, appropriate to the post, other than those given in the job specification.

Essential

Experience of:

- Time served plumber
- Experience in all aspects of plumbing work
- Working knowledge of Health and Safety procedures and regulations
- Experience of and able to work at height, on scaffold and in confined spaces

Qualifications:

- NVQ level 2 or equivalent recognised City and Guilds craft certificate (plumbing)
- Valid UK driving license
- Evidence of continual professional development and a willingness to undertake any additional corporate or trade training as required

Knowledge of:

- Understanding of equality and diversity legislation
- Knowledge of the construction industry

Desirable

Experience:

- A gas qualification

Competency definitions

Communicating orally

Speaks confidently and fluently. Talks at a suitable pace and level. Holds others' attention when speaking.

Problem solving

Identifies potential difficulties and their causes. Generates workable solutions and makes rational judgements.

Fact finding

Knows where to find relevant information. Checks facts and data. Retrieves and absorbs information quickly.

Specialist knowledge

Has background knowledge and a thorough grasp of products and services. Has expertise in own area.

Reliability

Is reliable; follows directions from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.

Quality orientation

Provides a quality service. Maintains high professional standards and gets work right first time.

Customer focus

Puts the customer first and is eager to please them. Works hard to meet customer needs and looks after their interests.

Resilient

Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective.
