

Job description

Job title: Plumber

Department: Growth & City Development

Service: Housing Services

Grade: G

Post reference number:

1. Job purpose

To support the maintenance of assets to meet statutory minimum standards for housing, and installation, repair and maintenance obligations as a landlord (under the tenancy agreement).

To contribute to the provision of good quality rented housing and the achievement of high levels of tenant satisfaction, improving the landlord and tenant relationships and protecting health and safety.

2. Principal duties and responsibilities

As a valued member of the Property Team the postholder will provide the service in line with service plan targets, service level agreements, associated work programmes, priority and allocated minute value.

Working within (or associated with) the individual dwelling and or communal areas of the Council's Housing Assets *or at any other sites determined by the council*, the postholder will ensure proper installation and maintenance (in proper working order) of all installations in accordance with all appropriate legislation and guidance, as well as local Nottingham City Council Housing service (NCHS) values, standards, policies and processes.

Activities may include repair, overhaul, renew, remove, install, replace, lay, make good, fix, ease, service, match to existing, patch and service. This includes:

1. The supply of water, sanitation and drainage and necessary pipework, tanks, cisterns, and taps to help prevent any risk of infection, and help manage the movement of moisture in homes that can lead to the development of damp and mould.
2. Installation and maintenance of installations for personal hygiene and sanitation, including wash hand basins, showers and/or baths, sinks, toilets, foul drainage, drains, waste pipes, rainwater goods, inlet gulleys, and inspection chambers. Maintenance to ensure they are properly installed and fitted and functioning (for example, sealing adjacent surfaces, maintaining any splash-backs), and with appropriate supplies of hot and cold water, the maintenance of radiations and radiators.
3. Installation and maintenance of any other plumbing works, drainage, heating (non-gas) or sanitary item where it is NCC Housing's responsibility, including adaptations for disability.

4. Completion of associated work e.g., small elements of joinery or plaster patching to facilitate completion of repairs in one visit.
5. Ensure installations remain in reasonable state of repair in order to minimise any inconvenience to customers.
6. Specialised work such as scrapes, removal and arranging safe disposal of non-licensable asbestos-based textured coatings to facilitate gas-related works.
7. Undertaking pro-active fault finding and appropriate remedial works and reporting, including identification and recording of reasons for deterioration (this includes the actions of the tenant and or their visitors).
8. Fault finding to identify the underlying cause of any issue and the identification and delivery of solutions. Where any component (as listed above and in any associated schedules) requires some work, repair should be prescribed rather than replacement unless: it is unsuitable (and would be even after repair), either because the material has deteriorated, the original component was not suitable, or even if repaired, it would still need to be replaced within 5 years.
9. Adherence to best practice and cooperation with the employer, to ensure the provision of a safe place of work – this includes the health & safety of the postholder, other staff, customers and the general public.
10. Immediate assessment, identification and reporting of any serious and immediate risk to a person's health and safety (on every visit) including safeguarding issues, overcrowding, damp and mould, disturbed asbestos, excessive cold or heat, or defects in the building resulting from any observed deficiency in the asset.
11. Works should be done with a professional and positive attitude including diligence, care and expertise.
12. Responsibility for working to all agreed relevant policies and processes.
13. Responsibility for meeting all individual agreed success measures and contributing to team and service success measures.
14. Ongoing maintenance of any professional qualification, memberships or licences to ensure you can carry out required and partake in any training as determined by the employer.
15. Training and mentoring of an apprentice and support any other work experience or training needs as required.
16. Undertaking of other duties which are broadly consistent with the job description and level of the post including all associated tasks associated with the specification of plumbing, plumbing works, disabled adaptations and drainage schedule of rates long description assigned to any work order including any bespoke specifications (SEE NHF schedule long description) and any other low skill activities identified.
17. Flexible and agile working (by agreement) to cover the service 24 hours per day and 7 days a week.

3. All staff are expected to maintain high standards of customer care in the context of the City Council's Core Values, to uphold the Equality and Diversity Policy and Health and Safety standards and to participate in training activities necessary to their post.

4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such



a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

6. Numbers and grades of any staff supervised by the post holder:

1 x apprentice (8 weeks+ per annum), work experience students and any other trainees as required.

Person specification

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Education/ Training	Qualified, certified & trained to NVQ3 or C&G Advance Craft					✓
	Have a current ECS Health and Safety card					✓
	Full and valid driving licence					✓
Experience	Experienced in all aspects of plumbing				✓	
	Experience of carrying out investigations and tests to identify faults and the root cause of issues and implement lasting solutions.				✓	
	Experience of communicating with customers with differing needs.				✓	
	Experienced in using risk assessments and methods statements.				✓	
	Experience of identifying and implementing new ways of working that improve efficiency and effectiveness of the service				✓	
Technical Skills	Highly competent in all aspects of plumbing				✓	
	Must be able to complete associated tasks to ensure all plumbing jobs can be completed (eg plaster patching, painting, ironmongery, removing and refitting pipes)				✓	
	Comfortable using technology including a PDA/ tablet device to receive, vary & complete works.				✓	
	Comfortable using on line services, accessing information, taking pictures, completing forms electronically, use of TEAM's and other communication.				✓	
Communication & Interpersonal	Excellent customer communication and service skills, able to balance customer and business needs and diffuse contention.				✓	
	Ability to share technical knowledge with other team members.				✓	



Personal Attributes	A willingness to work in a flexible manner to cover emergency breakdown and ensure work targets are met.				✓	
	Well organised and a methodical approach to completing tasks and prioritisation.				✓	
	Capable of working in confined spaces, on ladders and using PPE.					✓
	Committed to delivering a high level of service and quality workmanship to tenants				✓	
Work Related Circumstances	The post-holder is responsible for providing their own tools in order to carry out all aspects of their duties. Specialist equipment will be provided by the employer.				✓	
	Be willing to undertake a DBS check					✓
P: Pre-application A: Application T: Test I: Interview D: Documentary evidence						

Prepared by/author: A.Evans **Date:** 05.09.2023