

Job Description

Job title	Plumber
Profession:	-
Band:	-
Directorate	Customer
Accountable to	Delivery Manager

Job Purpose: To carry out routine plumbing maintenance, repair and installation of; sanitary, drainage, heating appliances and hot and cold water services in customers' homes and elsewhere. Including the cleansing of installations to a high standard in accordance with prescribed work schedules, and Sovereign Network Group's (SNG's) established standard policies and procedures set for delivery of exceptional customer service.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy: Direction set by Delivery Manager

Key Accountabilities:

- Working within clearly defined processes with a moderate degree of supervision whilst being accountable for individual results and the impact these may have on SNG.
- Carry out routine servicing, planned and response repairs to plumbing and heating installations, fixtures and fittings including fault diagnosis and rectification in order to meet work schedules.
- Assist all other trades as and when required. Undertake associated general building works, repairs and other trade activities to complete satisfactory repairs in order to meet work schedules.
- Estimate, requisition and recommend the acquisition of necessary materials to ensure that appropriate and satisfactory repairs and maintenance are carried out in accordance with best building practice and Health and Safety at Work regulations. Manage vehicle material stock by ensuring correct booking and frequent replenishment of items used occurs.
- Applying knowledge and skills to record and report on status and condition of plumbing and heating installations encountered. This is to enable appropriate information to be fed into reports including recommendations concerning future maintenance. If more complex defects are exposed, then these should be referred to your Supervisor/Line Manager for identification of the necessary remedial action.

- Liaise with both internal and external customers appropriately and promptly, to ensure those connected or involved in your work are aware of progress and action taken or action required to rectify the identified defect/s.
- Participate effectively in Mobile Working by accurately operating the electronic recording system where issued, or paper systems, to plan appointments and for record of job order/s including transmission and maintenance of timesheets, work completion status, vehicle records, materials management and progress against target objectives set for, time, cost and quality.
- Participate in the delivery of Out of Hours call out service in accordance with SNG’s current policies and procedures.
- Operate within the existing SNG Code of Conduct promoting a positive image as a local community service provider to ensure all customers receive the best possible effective and efficient service.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG’s corporate objectives.
- Observe and comply with policies and procedures for Health and Safety at Work and observe and continually promote equal opportunities and customer care in compliance with organisational aims and objectives.
- Continuously seek realistic ways to improve efficiency and effectiveness in your role, to help the department, and SNG, achieve its goals.
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.

Knowledge and Skills:

- 1st fix and 2nd fix plumbing.
- Assemble pipe sections, tubing and fittings, using couplings, clamps, screws, bolts, cement, plastic solvent, caulking, or soldering, brazing and welding. Pipework troubleshooting and leak detection via water and air gauges.
- Bathroom fitting, cylinder fitting and heating servicing experience.
- Drainage unblocking and problem finding.
- Unvented and vented hot water systems.
- Showers, water pumps and wet room adaptations.
- Out of hours and lone working experience.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job Code	Author	Date created/modified	Effective date
1.0	4014			
2.0	4014	Claire Dinsey (New template only)	May 2024	