

## Job Description & Person Specification



|                          |                        |
|--------------------------|------------------------|
| <b>Job Title</b>         | Plumber                |
| <b>Division/Location</b> | Medway Norse - Hard FM |
| <b>Reporting to</b>      | Head of Hard Services  |
| <b>Weekly Hours</b>      | 40 hours per week      |
| <b>Grade/Salary</b>      | £22,984 per annum      |

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| <b>Job Description</b>   |
| <b>The Role:</b>   |
| Providing a professional, high quality and customer orientated plumbing service to all customers.  |
| <b>Main Responsibilities:</b>  |
| <ul style="list-style-type: none"> <li>• Carrying out all aspects of plumbing repairs and installations to the current British Standards.</li> <li>• Working with a wide range of plumbing installations and specialist equipment such as central heating systems and communal hot and cold-water systems.</li> <li>• Ensuring that all maintenance inspection certificates and reports are completed to specification and signed by the appropriate person ready for submission to the Client/Client Agent.</li> <li>• Working from detailed plumbing design drawings and specifications.</li> <li>• Carrying out diagnostic fault finding on a wide range of plumbing installations, equipment and apparatus, including commercial installations and toilets.</li> <li>• Renewing external gutters, fall pipes and drainage systems.</li> <li>• Assisting with the planning of works and make appointments where no pre-arranged appointments have been made.</li> <li>• Identifying new business opportunities as appropriate.</li> <li>• Forming part of the out of hours on call team as required.</li> </ul> |
| <b>Other Duties</b>  |
| The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:  |
| <ul style="list-style-type: none"> <li>• Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.</li> <li>• Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.</li> <li>• Demonstrating personal commitment to the Norse Way CSR Strategy.</li> </ul>  |

|                                  |            |      |            |
|----------------------------------|------------|------|------------|
| <b>Approval/Review Date</b>      |            |      |            |
| Approved by Operations Director: |            | Date |            |
| Approved by Head of Resourcing:  | Jo Wishart | Date | 16.01.2023 |

| Person Specification                       |  |                        |   |
|--|--|------------------------|---|
| Category                                   | Requirement  | Essential or Desirable | Assessment Method<br>Application Form (AF)<br>Interview (I) Test(T) |
| <b>Qualifications/ Knowledge/ Training</b> | City and Guilds certificate (or equivalent) in a plumbing related subject.   | Essential              | AF  |
|  | Familiar with COSHH regulations .  | Essential              | AF/I  |
|  | Familiar with relevant construction health and safety legislation, and risks and hazards associated with Asbestos. | Essential              | AF/I  |
|  | Fully conversant with all material, pipes and fittings used in plumbing work.                                      | Essential              | AF/I  |
| <b>Experience</b>                          | Experience within a similar or related plumbing role.  | Essential              | AF/I  |
|  | Proven experience of maintaining plumbing systems across a range of properties.                                    | Essential              | AF/I  |
|  | Experience of commercial and domestic central heating/hot and cold-water systems.                                  | Essential              | AF/I  |
| <b>Skills/Abilities</b>                    | Comfortable working at heights and within confined spaces when required.   | Desirable              | AF/I  |
| <b>Other Requirements</b>                  | Full UK Driving Licence to meet the travel requirements of the role.   | Essential              | AF/I  |

| General   |
|---|
| <p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health &amp; Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p> |

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**Our Values**

You will be expected to promote and adhere to the workplace values of our organisation:

**Quality** – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

**Innovation** – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

**Respect** – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

**Trust** – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it

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