

## Plumber – Grade 9

### Job purpose

As the Council's in-house maintenance and repair contractor, you will provide a first class and comprehensive service to our customers and contribute to the delivery of the council's purpose, vision, and objectives, ensuring positive outcomes for the business and Kirklees Homes and Neighbourhoods customers. This includes repair, maintenance and refurbishment of local authority housing, public building stock and work for associated organisations. You will visit properties to carry out plumbing works in Council property, domestic properties, schools, and other external clients in line with contractual requirements.

You will travel throughout Kirklees and surrounding areas to deliver the duties of this role and meet the needs of the business and its customers. You will be expected to work flexibly, around core hours, based on an annual hour's allowance with the needs of the business being the priority. You will be required to be a participant on the call out rota as requested by management.

You will be required to work from a handheld mobile device and complete relevant records to ensure the department has up to date and accurate information.

You will build and maintain effective working relationships and communication links with internal and external clients and customers.

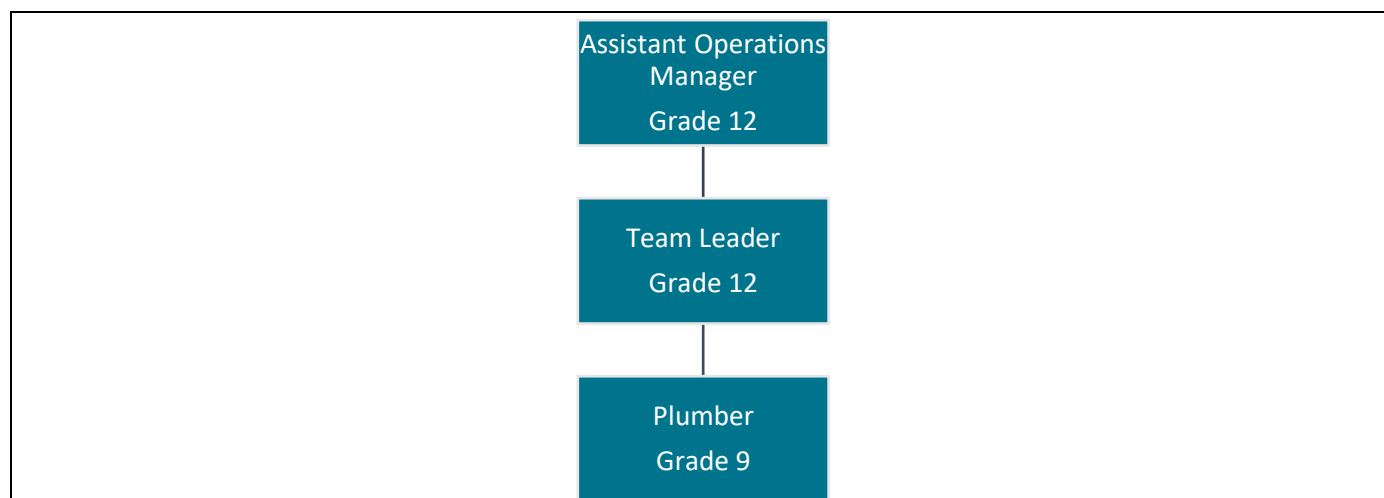
You will have excellent communication and customer care skills to effectively liaise with a variety of customers and clients both internally and externally.

This role is based within Growth & Regeneration. Find out more about [working for Kirklees](#).

### Key areas of responsibility

- Contractual requirements are met through the efficient provision of a plumbing service for property maintenance, repair, refurbishment, and renewal work for the Council and other external clients.
- Work in an effective manner in line with industry standards for plumbing, Health and Safety and all other regulations, maintaining a safe environment for employees, service users and members of the public.
- Effective liaison with other Services, clients, and stakeholders to deliver the service objectives.
- Customer satisfaction and performance indicators are achieved through providing an efficient service in a timely and professional manner.
- Maintain accurate information systems in line with service requirements.
- Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- Actively participate in a range of internal and external meetings/briefings, events, working Groups that will enhance service delivery and the profile of the business.

## Position of job in organisational structure



## Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Experience of working in domestic properties, residential homes and public buildings.	Essential
Awareness of health and safety relevant to the job, including safety method statements and risk assessments.	Essential
Willing to undertake and pass the Construction Skills Certification Scheme (CSCS) health & safety test.	Essential
Knowledge of regulations in relation to the disposal of waste materials.	Essential
Full awareness of the Health and Safety at Work Act.	Essential
As part of the job, you must be able to bend, lift, climb and crawl, work at heights and in confined spaces. Accepts medical screening and any other screening appropriate to occupational risk will be required.	Essential
Able to work flexibly and be responsive to change to improve performance	Essential
Good team working skills with the ability to work effectively as part of a team coupled	Essential
Willing to participate in the call out rota.	Essential
Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all or most of the time. It is essential that you hold a full and valid driving licence, and it is expected that you will either use a council vehicle or your own car.	Essential
Accepts an enhanced DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

## For Office Use Only:

Job Category	Building Services	Grading ID	70017
Job ID	80100871	Last Updated	26/02/2021
Job Focus	No	Career Progression	No

## Contractual Variants

DBS Category	Other	DBS Type	Enhanced
Health Check	Yes	Politically Restricted	No
24/7 working	No	Public Holidays	Yes
Night Working	No	Alternating Pattern	No
Standby	Yes	Other	No
Checked by HR	M Lunn		