

## JOB DESCRIPTION

<b>Job Title:</b> Plumber	<b>Post No:</b> 60434	<b>Hoople Band:</b> D
<b>Service:</b> BMC	<b>Section:</b> BM	<b>Location:</b> Hereford Mobile
<b>Organisational information:</b>  Responsible to: Operations Manager  <b>Dimensions:</b>  <b>Key relationships/Functional links with:</b>  <i>Internal: Team Supervisor, Service Delivery Manager, Work Planners, other operatives</i>  <i>External: Client Teams, Sub Contractors, Suppliers</i>		
<b>Main Purpose of Job:</b>  The Building Maintenance Plumber is responsible for the installation, maintenance, and repair of plumbing systems across both internal and external areas of client properties, including domestic and commercial buildings. This role ensures the efficient operation of water supply, heating, and drainage systems while maintaining full compliance with health, safety, and regulatory standards. Primarily serving the public sector as a mobile engineer, the position plays a vital role in maintaining the functionality and safety of client properties, responding to both planned and reactive maintenance needs to minimise disruptions.		
<b>Main Responsibilities / Accountabilities:</b>  <b>Key Responsibilities:</b> <ul style="list-style-type: none"> <li>• Install, repair, and maintain plumbing systems including water, heating, and drainage systems in public sector and external client buildings.</li> <li>• Respond to and resolve emergency plumbing issues in a timely manner.</li> <li>• Conduct planned maintenance checks to prevent plumbing issues.</li> <li>• Ensure all work complies with current regulations and health and safety standards.</li> <li>• Provide accurate quotes for plumbing works, including labour, materials, and time estimates.</li> <li>• Manage tools, equipment, and vehicle stock to ensure availability and readiness for planned and emergency jobs.</li> <li>• Purchase materials and supplies as required for specific projects, ensuring quality and cost-effectiveness.</li> <li>• Keep accurate records of work completed, materials used, and any issues encountered.</li> <li>• Advise on upgrades or improvements to plumbing systems as necessary.</li> </ul> <b>Additional Responsibilities (as required)</b> <ul style="list-style-type: none"> <li>• Work closely with other trades and departments to ensure smooth operation of building</li> </ul>		

maintenance.

- Assist with or undertake tasks outside of the primary trade discipline when required.

### **Additional Expectations**

The successful candidate will be expected to:

- Be IT-literate and able to operate a management system using a tablet
- Complete and submit timesheets in line with departmental procedures
- Participate in an out-of-hours call-out rota, if required
- Adhere to company quality assurance (QA) and departmental procedures
- Maintain accurate records of all planned preventative maintenance and emergency repairs carried out
- Oversee site activities, ensuring maintenance and project work is conducted safely and in compliance with site procedures
- Prepare field operative method statements and risk assessments as necessary
- Perform all duties in accordance with current health and safety regulations and company policies regarding safe working practices and chemical storage

All tasks must be carried out in alignment with the company's policies and Code of Conduct.

### **Key Requirements:**

- NVQ Level 3 in Plumbing or equivalent qualification.
- Proven experience in building maintenance plumbing, preferably within a commercial or council setting.
- Good knowledge of plumbing systems, water regulations, and safety standards.
- Ability to work independently and as part of a team.
- Excellent problem-solving skills and attention to detail.
- Strong communication skills to liaise effectively with clients and colleagues.

### **Job Activities:**

Perform reactive maintenance tasks as needed to meet completion deadlines.  
Assess works, diagnose faults, and determine the most effective solutions.

Accurately record all required information, including warning notices, material usage, expenditures, time records, and safety documentation, in both paper-based and electronic formats.

Maintain up-to-date knowledge of Health & Safety regulations, attend toolbox talks, and ensure compliance with safe working practices, risk assessments, and method statements in line with company policies.


Adhere to all client, departmental, and company procedures.

Plan and coordinate site activities related to assigned services, including labour management, material procurement, and equipment allocation. Support the organization of maintenance and project work while ensuring all safety aspects are

### **Frequency**

All daily/  
as required

<p>effectively managed.</p> <p>Foster strong communication and relationships with clients, site managers, and stakeholders by proactively addressing their needs and providing clear updates.</p> <p>Take a proactive approach to preventative maintenance and identifying opportunities for additional work.</p> <p>Participate in the standby call-out rota, respond to emergency call-outs, and provide detailed incident reports as required.</p> <p>Manage and oversee subcontractor activities related to assigned work.</p> <p>Carry out any other duties relevant to the role as required.</p>	
<p><b>Other information:</b></p> <p>Participate in an out-of-hours on-call service as required.</p> <ul style="list-style-type: none"> <li>• Demonstrate flexibility to accommodate both company and client needs.</li> </ul>	

<b>Manager Signature:</b>		<b>Date:</b>	27 Mar 25
<b>Manager Name:</b>	John Thyne	<b>Job title:</b>	Service Delivery Manager

**Date Job Description last reviewed:**