

Role Profile

Role Details			
Role Title	Plumber 4on4off (Nightshift)	Section	Repairs and Maintenance
Division	City Building (Glasgow) LLP	Report To	Pod Manager
Grade/Salary	£48,365	Date Completed	10 January 2025
Company Overview			
<p>City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.</p> <p>City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.</p> <p>Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.</p> <p><u>Our Values</u></p> <p>Excellence: to deliver quality in everything we do.</p> <p>Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.</p> <p>Trust: to be trusted by our employees, clients and partners.</p> <p>Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.</p> <p>Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.</p> <p>Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs</p> <p><u>Our Vision</u></p> <p>Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value. We will play a key role in supporting our members to address our common priorities through our unwavering focus on resident/customer resident satisfaction, resident/customer value and resident/customer trust. In doing so we will be recognised by our residents, customers and partners as playing a significant role in making Glasgow a great place to live.</p>			

Role Summary

Plumbers are valued employees of the Operations Division.

You will be employed within our modernised Responsive and Emergency Repairs Service.

This post involves attending both emergency and diary appointments and taking repairs to completion, utilising handheld technology, controlling material stock in vehicle to allow "Get it right first" and demonstrating excellent customer service to a variety of clients.

Applications are sought from experienced plumbers who are drivers therefore a full driving licence is essential. You should have significant experience of working in the customer focussed repairs service delivery sections with a flexible approach to ensure a high-quality service.

You must ensure that the works you carry out are conducted safely, and you deliver exceptional customer service for our clients at all times, including care for the property and your area of work.

You will be expected to have a "get it right first" approach to works, you will be expected to conduct all works to the highest standards of safety, and quality.

You will carry out all aspects of these works in line with the current building standards, ensuring compliance with all health and safety legislation, and all relevant City Building policies.

You will be responsible for ensuring that all materials, plant, and tools necessary to complete jobs are available, and that stocks are replenished and are controlled. You will be expected to ensure your material stock inventory is up to date at all times.

You must ensure that the works you carry out are conducted safely, and you deliver exceptional customer service for our clients at all times, including care for the property and your areas of work.

At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Role Outputs

Role Output:	Includes the Requirement to:
Emergency Fault Response and Diagnosis	<ul style="list-style-type: none">– Arriving at the site promptly within the allocated time limits for call outs.– Diagnose faults and identify solutions to ensure safety as per the current City Building and Industry procedures.– Utilising diagnostic tools to assess the problem efficiently.
Repairs and Maintenance	<ul style="list-style-type: none">– Conduct repairs to restore plumbing systems to full functionality.– Identify faulty components, replace, test faulty components as required as agreed with clients.– If a full repair is not feasible, providing temporary solutions, until permanent fixed can be made.– Ensure all plumbing components and associated fittings are confirmed as safe at all times.– Installation of a wide range of plumbing appliances, including kitchens, bathrooms and water storage tanks as required.– Setting up and maintaining systems for drainage, sewage, and water supplies– Record all mandatory documentation and record findings as required.
Customer Service and Communication	<ul style="list-style-type: none">– Communicating effectively with customer to explain the issue, provide updates, and ensure satisfaction.– Maintain accurate records of the work carried out, including fault logs, parts used, and repair history.
Equipment and Material Management	<ul style="list-style-type: none">– Ensure that your van stock is full of all necessary material, tools, and equipment for carrying out emergency repairs.

	<ul style="list-style-type: none"> – Efficiently managing all resources to avoid delays, including replenishing materials using the correct procedures where necessary and ensuring tools are kept in a good and safe condition. – Ensure all test equipment is in date for calibration. – Report any defects or unsafe equipment or plant to management
Health and Safety	<ul style="list-style-type: none"> – To carry out work in accordance with the Health and Safety at Work Act 1974 – To ensure that all Health and Safety requirements are adhered. – Ensuring all emergency work is carried out in compliance with safety standards and regulations. – Conduct risk assessments on-site, identifying hazards, and ensuring a safe working environment. – Report all Incidents and Accidents at the earliest opportunity. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> – Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity. – Comply with building standards.
General	<ul style="list-style-type: none"> – Attend all Training, Meetings, and Toolbox Talks assigned to your role. – Complete all compulsory GOLD and Safety Media training for your role. – Establish, develop, and maintain effective working relationships with all work colleagues. – Undertake any other duties as may reasonably be required in line with the level of responsibility of the role and in order to meet the changing needs of City Building.
Key Behaviours and Competencies	
Our Plumber will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	Includes the Requirement to:
Technical Competence	<ul style="list-style-type: none"> – You should be a qualified time-served Plumber or equivalent. – Background in repairs and maintenance categories, i.e., baths, showers, trace and repair water leaks, bathroom, and waste pipe repairs
Health, Safety and Environmental	<ul style="list-style-type: none"> – Operatives should exhibit a proactive approach to health and safety, taking responsibility for personal safety and that of others. This includes adhering to all safety protocols, wearing appropriate PPE/RPE, and ensuring the work area remains safe at all times. – Reporting all safety incidents, accidents, and near misses. – Create a work environment that prioritises safety.
Communication and Client Interaction	<ul style="list-style-type: none"> – Operatives need to communicate risks, safety procedures, and job updates to clients and team members. This includes reassuring clients about the safety of the work being undertaken and responding to their questions in a professional manner. – Effective communication with clients, ensuring they are kept informed and confident that all safety measures are being followed, especially when dealing with sensitive information. – Positive relationships with clients, a clear understanding of asbestos risks, and customer satisfaction with the work being carried out.

Teamwork and Collaboration	<ul style="list-style-type: none"> Operatives must work cooperatively with colleagues, including Supervisors and other Operatives, to complete tasks efficiently. You should also be capable of working independently when necessary, ensuring that all safety protocols and procedures are followed. Smooth workflow, clear communication between team members, and efficient task completion.
Trust and Confidentiality	<ul style="list-style-type: none"> You must ensure that any sensitive information is handled confidentially and responsibly. Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect.
Ethical and Professional Integrity	<ul style="list-style-type: none"> Able to demonstrate honesty and transparency in all professional dealings, particularly regarding standards of works and reporting any safety related concerns. Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.

Person Specification

This post involves attending both emergency and diary appointments and taking repairs to completion, utilising handheld technology, controlling material stock in vehicle to allow "Get it right first" and demonstrating excellent customer service to a variety of clients.

Applications are sought from experienced Plumbers who are drivers therefore a full driving licence is essential. You should have significant experience of working in the customer focussed repairs service delivery sections with a flexible approach to ensure a high-quality service.

You will be customer focused and proactive; providing Customer Service Excellence and support the service delivery. You will project a professional and quality image of the service provided, and always conduct yourself in a professional and courteous manner when representing City Building.

You must be capable of working on your own initiative and also as an integral part of a small team. You will be required to liaise closely with your Line P.O.D team in respect of any problems regarding access or delays.

Requirements

Qualifications/Licence/Certification/Experience level...

- Full UK driving licence
- Time served apprenticeship in plumbing or equivalent

Interdependencies

- Contracts Manager within the Operations Division
- Other City Building Trades
- City Building Clients and Customers
- All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly in working within the Operations Division.

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 40 hours per week and the shift pattern will be 8pm to 8am. However, flexibility will be required as hours may vary to suit the needs of the business and would be advised to you by your line manager in advance.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.