

## JOB DESCRIPTION

<b>Job Title</b>	Maintenance Technical Officer (Plumber)		
<b>Directorate</b>	Regulatory & Operations		
<b>Reporting to</b>	Maintenance Works Team Leader		
<b>Grade</b>	12		
<b>Evaluation ref:</b>	AG0955	<b>Job Family ref:</b>	
<b>Role Purpose</b>			
<p>The Maintenance Technical Officer (plumber) has a crucial role in providing essential front line and operational support to SC's Corporate Property Maintenance function. Helping meet the authorities' core objectives across the Corporate Property estate. Assisting in ensuring buildings remain fully functional and operational. Maintaining them to a safe and compliant standard for our customers and service/end users.</p> <p>The role enables the delivery of reactive and planned maintenance activities against set priorities and SLA/KPI targets. Ensuring that the Council's statutory obligations are met and fulfilled to the highest possible standards against relevant industry regulations and legislation. By supporting the Council's Property Maintenance function, the postholder helps to enhance the overall efficiency and effectiveness of its service delivery.</p> <p>As a Maintenance Technical Officer (plumber), your role is to carry out general maintenance activities to the highest possible standards and quality across the Councils Corporate Property portfolio. You will handle both planned preventative maintenance and urgent reactive callouts in an efficient manner. Making initial technical assessments and implementing effective solutions, ensuring all work complies with current regulations. Whilst working safely and following all processes and procedures correctly. You will coordinate with suppliers, keep accurate records. Your expertise will also support continuous service improvement, contribute to cost-saving initiatives, and help the Property Maintenance Team deliver an excellent service for the Council and its stakeholders.</p>			
<b>Accountabilities</b>			
<p>Responds to reactive repair requests issued by the Corporate Property Maintenance Group. Makes a technical assessment of the immediate situation and determines the most suitable repair. Determines the required repair, include an assessment of Health and Safety, cost, time and suitability of repair for the required situation.</p> <p>Produces high first-time fix rates through determination and deployment of the correct repair, carried out to a high quality using the correct materials and skills.</p>			

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Manages allocated planned preventative maintenance (PPM) works in a timely manner to ensure the Council meets its statutory and operational compliance targets.

Manages personal safety and the safety of others in accordance with SC Health and Safety policy. Works in challenging environments to deliver maintenance works such as working at heights, working in inclement weather, working with restricted access and working with substances hazardous to health.

Contributes towards reducing Corporate Property maintenance costs.

Identifies and suggests areas for service improvement and participates in the implementation of service improvements.

Understands and assesses risk connected to property matters. Takes appropriate actions to mitigate against immediate H&S or business critical risks.

Undertakes technical reviews and produce reports which may include recommendations with time and cost estimates.

Liases with a range of suppliers to ensure the correct materials are ordered for works and that they are fit for purpose.

Liases with the Maintenance Works Team Leader on the delivery of maintenance and small works projects.

Liases and co-ordinates with a range of 3<sup>rd</sup> parties where allocated maintenance team work forms part of a wider piece of property related works e.g. engaging sub-contractors at the correct time to carry out work and liaising with premises managers over works programme timescales.

On a rota basis, manages the out of hours property maintenance helpline for emergency call out requests. Uses questioning to inform decision making and professional judgement to determine the required out of hours response, which may include visits to remote sites to deliver an emergency repair response.

Works remotely and independently using technology to assist in delivering the Councils maintenance service.

Participates in the development, implementation and delivery of efficient work programming and scheduling, including the use of hand-held mobile devices, ensuring work is completed within time scales and that effective working practices are used to produce the required standard of quality.

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Prepares documents, reports, statements, etc as required. Ensures that all paperwork is completed accurately and in a timely manner.

Participates in the delivery of toolbox talks.

Keeps abreast of best practice in the sector and takes part in implementing necessary changes in working practices and facilitate/arrange training to keep the workforce up to date.

Carries out condition surveys, produces specification and detailed work schedules in conjunction with activities across the business.

### Knowledge / Experience / Skills

	Essential	Desirable
<b>Knowledge</b>		
Proven knowledge of current industry legislation and guidance relating to required disciplines.	✓	
Demonstrable knowledge of current H&S legislation and guidance	✓	
Asbestos awareness	✓	
Legionella awareness		✓
<b>Experience</b>		
Previous experience working in a Facilities Maintenance (FS) and/or Facilities Maintenance (FM) environment.		✓
3+ years' experience served in building trades	✓	
Experience working with electronic mobile devices that integrate with CAFM (computer aided facility management) systems		✓
Prioritising and working against tight deadlines	✓	
Working at height	✓	
<b>Qualifications / Registrations / Certifications</b>		
City & Guilds NVQ Level 3 – Advanced Carpentry and Joinery		✓
City & Guilds NVQ Level 2 – Skilled Tradesperson		✓

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City & Guilds NVQ Level 1 in Plumbing	✓	
City & Guilds NVQ Level 2 Diploma in Plumbing & Heating	✓	
18 <sup>th</sup> Edition wiring regulations		✓
Valid UK driving licence	✓	
IOSH		✓
PASMA		✓
IPAF		✓
<b>Skills</b>		
Carpentry and Joinery		✓
Advanced plumbing	✓	
Tiling		✓
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)	✓	
Adaptable with transferable skills	✓	
Ability to work independently with minimal supervision	✓	
Excellent organisational skills	✓	
Excellent verbal and written communication skills		
Demonstrable problem solving skills	✓	
Positive and approachable	✓	
<b>Working Conditions</b>		
The role is mobile based that encompasses a diverse and rewarding working routine, with great benefits, van, uniform, PPE and all trade relevant power tools supplied.		
<b>Dimensions of the role</b>		
<b>Working Arrangements</b>		

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Somerset Council's Dynamic Working Strategy will be applied to this position.

### **Corporate Accountabilities**

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: