

Role Profile

Post Title:	Plumber
Grade:	7
Date Created:	11th November 2025

ROLE DEFINITION

To undertake maintenance and capital projects with North Ayrshire, including multiskilling to agreed levels (skills matrix).

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Undertake general maintenance, repairs and projects within commercial and domestic properties as instructed.
- Ensure compliance with technical standards and current Health & Safety legislation, to guarantee the safety of occupants and end users, avoiding all potential hazards.
- Undertake all aspects of agreed multi-skilling as and when required (see matrix).
- Ensure high levels of customer care, including, timely attendance, clear communication, and a genuine desire to solve problems and prioritise customers property issues.
- Work at heights using suitable access equipment, such as "Vehicle Mounted Access Platforms.
- Ensure timeous and accurate completion, and submission, of all documentation (paper/electronic), including, timesheets, overtime sheets, daily vehicle checks, vehicle logs, HAVs records etc.



Role Profile

- Liaise as necessary with internal/external customers and resolve complaints or enquiries received from internal/external stakeholders.
- Manage all issued plant and equipment. This includes recording all usage and ensuring attendance at plant audits and HAVs testing.
- Manage vehicle and all material stock within the vehicle. This includes daily vehicle checks, reporting defects timeously, maintaining the condition and tidiness of the vehicle and maintaining vehicle stock.
- Minimum productivity will be in line with the agreed Schedule of Rates (SMVs) and in line with industry standards and service level agreements.



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ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	- SVQ Level 2/3 Approved Apprenticeship or equivalent in a relevant discipline - SJIB Approved Plumber		- Application Form - Interview
Experience	Building maintenance or construction experience	- Experience of working within a DLO or social housing organisation (RSL) - Experience of working on drainage systems	- Application Form - References - Interview
Specialist Knowledge	Working knowledge of construction Health & Safety, including Risk Assessments and Safe Systems of Work	Asbestos Awareness	- Application Form - Interview - Pre/Post-Interview Check (if appropriate)
Skills and Abilities	- Ability to work under pressure and to timescales - Written and verbal communication skills - Ability to prioritise and plan workloads - Problem solving and decision making skills	Use PDA, IT packages	- Application Form - References - Interview



Role Profile

	• Ability to work in a fast and demanding environment • Organisational skills • Interpersonal skills • Conflict resolution skills • Customer Awareness		
Other	• UK Current Driving Licence	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
<u>Focus</u> we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
<u>Passion</u> we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved



Role Profile

	• Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
<u>Inspiration</u> we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind



Ancillary Skills Matrix (Appendix 1)

TRADE	JOINERY	PLUMBING	PLASTERING	PAINTING	ELECTRICAL	ROOFING	GLAZING	FENCER	OTHER
JOINER		Renew/re-fix WC Seat Renew/re-fix plugs and chains Shower accessories Sink units Unblock sinks Drain down	Plaster patch (small A4) Renew/re-fix plaster vents Replace missing tiles	Doors Untreated timber Small works	Remove/refit ceiling lights when sheeting ceilings	Renew/re-fix PVC guttering Clear guttering and pipes	Fitting of double-glazed units	All types of timber fencing	
PLUMBER	Remove/replace floorboards Pipe boxes Bath panels Remove/re-fix skirting Door facings Worktops		Plaster patch (small A4) Renew/re-fix plaster vents Replace missing tiles	Small works	Earth bonding Showers Disconnect & reconnect supply	Renew/re-fix PVC guttering Clear guttering and pipes			Cement patching round pipes
PLASTERER	Remove/re-fix skirting Door facings	Renew/re-fix W/C seat Renew/re-fix plugs and chains Unblock sinks Shower accessories Drain down		Small works		Clear guttering			
PAINTER	Pipe boxes Bath panels Remove/refit/adjust doors Remove/refit handles Remove/re-fix facings Remove/re-fix skirtings	Renew/re-fix W/C seat Renew/re-fix plugs and chains Unblock sinks Shower accessories Drain down	Plaster patch (small A4) Renew/re-fix plaster vents Replace missing tiles			Renew/re-fix PVC guttering Clear guttering and pipes			
ELECTRICIAN	Remove/replace floorboards Pipe boxes Bath panels Remove/re-fix skirting Door facings Worktops	Renew/re-fix W/C seat Renew/re-fix plugs and chains Shower accessories Fit complete shower Sink units Unblock sinks Drain down	Plaster patch (small A4) Renew/re-fix plaster vents Replace missing tiles	Small works					
SLATER	Barge boards Facia Boards Soffits Shuttering PVC cladding All timber roof works	Renew/re-fix W/C seat Renew/re-fix plugs and chains Unblock sinks Drain down and leadwork	Plaster patch (small A4) Renew/re-fix plaster vents Replace missing tiles	Small works				All types of timber fencing	Slabbing when grounded etc.
GLAZIER	Repair PVC window handles etc		Plaster patch (small A4) Renew/re-fix plaster vents Replace missing tiles	Small works		Clear guttering and pipes		Timber fencing, repairs	
BUILDER	Shuttering	Renew/re-fix W/C seat Renew/re-fix plugs and chains Unblock sinks Drain down	Plaster patch (small A4) Renew/re-fix plaster vents Replace missing tiles Rough casting	Small works		Small PVC repair Clear guttering and pipes		Timber fencing, repairs	
BLACKSMITH		Renew/re-fix W/C seat Renew/re-fix plugs and chains Unblock sinks Drain down		Small works		Small PVC repair Clear guttering and pipes		All types of timber fencing	
DRAINER		Renew/re-fix W/C seat		Small works		Small PVC repair			

**Ancillary Skills Matrix
(Appendix 1)**

		Renew/re-fix plugs and chains Unblock sinks Drain down				Clear guttering and pipes			
LABOURER		Renew/re-fix W/C seat Renew/re-fix plugs and chains Unblock sinks Drain down		Small works		Clear guttering and pipes		Timber fencing, repairs	Slabbing
FENCER GARDENERS		Renew/re-fix W/C seat Renew/re-fix plugs and chains Unblock sinks Drain down		Small works		Small PVC repair Clear guttering and pipes			Slabbing