Role Profile

Role Details			
Role Title	**Plumber**	**Section**	**Water Management**
Division	**City Building (Glasgow) LLP**	**Report To**	**Operations Manager**
Grade/Salary	**£41,270 per annum**	**Date Completed**	**October 2026**

Company Overview

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.

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.

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.

Our Values

Excellence: to deliver quality in everything we do.

Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.

Trust: to be trusted by our employees, clients and partners.

Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.

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.

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.

Our Vision

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.

Role Summary
Plumbers are valued employees of the Operations Division, and you will work within water management team of the GCC division. The post holder will be responsible for carrying out planned water hygiene works, plumbing alterations, emergency repairs, and scheduled appointments, ensuring jobs are completed efficiently using handheld technology and effective stock management to support a "get it right first time" approach. Excellent customer service is essential. You must have significant experience in a customer-focused repairs environment and strong knowledge of communal water systems. Water hygiene is central to the role, and all work must comply with ACOP L8 requirements, ensuring systems are left safe, compliant, and fully operational. You will be expected to deliver all work to the highest standards of safety, quality, and compliance, adhering to current building standards, health and safety legislation, and City Building policies. Responsibility for maintaining van stock, materials, plant, and tools also form a key part of the role, alongside providing exceptional care for customers' properties and work areas. *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	– 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.
Plumbing works	– Conduct repairs to restore plumbing systems to full functionality. – Identify faulty components, replace, test faulty components as required as agreed with clients. – Carry out installs of communal water tanks, carry out mains conversions to communal properties. – If full repair is not feasible, provide temporary solutions, until permanent repairs 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	– Communicating effectively with customers 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	– Ensure that your van stock is full of all necessary material, tools, and equipment for carrying out emergency repairs. – Efficiently managing all resources to avoid delays, including replenishing materials using the correct procedures where necessary and ensuring tools are kept in 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	– 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.	– Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity. – Comply with building standards.
General	– 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 Electrician will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	**Includes the Requirement to:**
Technical Competence	– You should be a qualified time-served Plumber or equivalent. – Familiar with repairs and maintenance categories, i.e. baths, showers, trace and repair water leaks, bathroom, and waste pipe repairs. – Must have knowledge on communal water systems, carrying out mains water conversions to multiple properties and all associated risks and fault diagnostics. – Knowledge of water hygiene in line with ACOP L8.
Health, Safety and Environmental	– 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	– 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	– 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	– 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	– 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 role involves attending emergency and scheduled repairs, completing jobs to a high standard, using handheld technology, managing van stock to achieve a "first time fix" service, and delivering excellent customer service.

We are seeking an experienced, customer-focused Plumber with a full driving licence. You will have a strong background in repairs and maintenance, a flexible approach, and a commitment to high-quality service delivery.

You will represent City Building professionally, providing excellent customer service and working effectively both independently and as part of a team. You will also liaise closely with your team to resolve access issues, delays, or other operational challenges.

Requirements

Qualifications/Licence/Certification/Experience level…

Essential:

- Full UK driving licence.
- Time served apprenticeship in plumbing or equivalent.
- Strong knowledge of communal water systems.

Interdependencies

- Senior Contracts Manager & Operations Managers 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 35 hours per week to be worked to suit the needs of the business.

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.