

Job Description: Plumber Technician

Function:	Corporate Services
Job:	Plumber Technician
Position:	Plumber Technician
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Deputy Technical Supervisor
Additional reporting line to:	Technical Supervisor
Position location:	GSK House, GSK Berkeley Square, Brentside, Swyncombe Ave Sports Ground

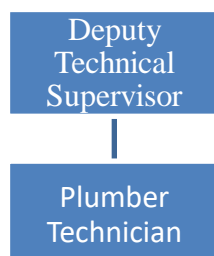
1. Purpose of the Job – State concisely the aim of the job.

- Carrying out all types of plumbing work, including emergency reactive plumbing; from taps & toilets to cold water tanks and cylinders and tracing & fixing leaks Maintaining the highest levels of customer service

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics ■ Add point									

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- All reactive and planned maintenance work orders, where practicable, are completed within SLA targets or better.
- Ensure that response to urgent alarms and customer requests is undertaken within accordance with SLA's.
- Ensure that response to non-urgent alarms and customer requests is undertaken within SLA targets.
- Implementation of PPM schedules within the agreed programme.
- All areas of work to be kept clean and free from debris.
- Maintain a high standard of work in all jobs undertaken.
- Be efficient, effective and courteous to encourage and gain the respect and goodwill of our customers.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Undertake maintenance and reactive activity, to a wide range of Mechanical and Plumbing Building Services equipment including but not limited distribution heating, boilers, pumps, compressed air systems, sanitary ware, fan coil and air handling units and BMS systems and other equipment found in modern commercial/industrial premises.
- Be an essential part of the local team who will ensure the safe operation and repair of all M&E building services and fabric equipment on the site.
- Take part in to provide a reactive maintenance service outside operating hours of the site.
- To undertake weekend/out of hours working to complete intrusive maintenance activities that cannot be undertaken in client operating hours.
- Working in line with the Permit to Work System.
- To implement systems that will ensure plant is maintained and operated to its optimum efficiency.
- Participate in departmental energy saving schemes and promote the understanding and importance of the economic use of energy.
- Take part in Appraisals/Performance Reviews including the recognition of training and development needs.
- Monitor site performance of sub-contractors and report poor performance.
- Use of IT systems (Handheld device) as part of the CAFM system.
- Work in line with issued Risk Assessments and Safe Systems of Work.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Undertake all allocated tasks and perform them in a timely and professional manner.
- Undertake training and appointment as an AP/CP in appropriate disciplines.
- Be proactive to identify and report faults with building services equipment and take steps to resolve.
- Be proactive to ensure all H&S issues are reported/escalated as required.
- Maintain informal communications with Client staff members related to service levels and issues.
- Report service affecting issued to the site management team for formal communication with the client.
- Remain flexible with regards to site attendance and tasks undertaken within personal competency.
- Be fully aware of relevant Health and Safety and general legislative matters.
- Assume responsibility for ensuring compliance with all relevant Health and Safety legislation and site-specific health, safety and welfare policies.
- Failure to comply with the requirements of this clause may result in disciplinary action being taken against you, which may include your dismissal or notice.

- All accidents and unsafe situations must be reported immediately, and accidents recorded in the Accident Book.
- If we give you safety equipment, protective clothing or footwear you must use it. Clothing and overalls must be kept clean.
- You must attend health and safety training as instructed by your manager to ensure that risks in the workplace are reduced.
- Keep up to date with any assigned training, be that GSK's MyLearning or Sodexo's Ingenium.
- Participate and cooperate with any investigations, RCAs and audits associated with work activities.
- Assist in keeping the site filing and administration systems to a good standard.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- HND or NVQ or equivalent in a relevant subject (Plumbing/Mechanical)
- IOSH Passport or CSCS Card
- 5 years' experience in Plumbing building services and plant engineering
- (Preferred but not essential) Previous appointment as AP/CP for one or more of the following disciplines, Working at Heights, Confined Spaces
- Experience of Construction Design Management Regulations (CDM).

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Must have served a recognised apprenticeship and obtained relevant trade qualification.	
▪ Ability to perform tasks alone or in a team to a high standard and with limited or no supervision	
▪ Experience working as a commercial plumber	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			