

Job Description

PLUMBER

Function	Technical Services - Northumbria University
Position	Plumber
Immediate Manager	Maintenance Team Leader
Additional Reporting Line	N/A
Position Location	Unit Based - Various Sites across Newcastle upon Tyne and Gateshead. Provide support to other sites within the segment nationally if required.

1. Purpose of the Job

- To deliver a high-quality customer journey to all stakeholders through the provision of a sector-leading maintenance service, ensuring the longevity of water systems, sanitation infrastructure and associated building services assets with the minimum possible disruption to building users and residents.
- To support the client in delivering sector-leading accommodation services and contribute towards the ongoing development and reputation of Northumbria University locally, nationally and internationally.
- To ensure all accommodation and communal facilities remain safe, functional, compliant and fit for purpose, supporting the wellbeing, comfort and success of the student population.
- To support the wider Sodexo team locally, regionally and nationally in line with the values of Service Spirit, Team Spirit and Spirit of Progress.
- To support the Hard FM Services team in complying with statutory legislation, regulations, approved codes of practice and contractual service level agreements and key performance indicators.
- To undertake planned preventative maintenance, reactive maintenance, inspections, testing and repair works associated with plumbing, water hygiene and mechanical services infrastructure.
- To assist in ensuring building services systems operate efficiently, safely and reliably across the estate.
- To undertake general building maintenance and minor fabric works where required and within the scope of competence.

2. Context and Main Issues

- Deliver high-quality, responsive, timely and cost-effective plumbing and mechanical maintenance services across the University estate.
- Complete planned preventative maintenance in accordance with statutory, contractual and manufacturer requirements.
- Use CAFM systems, including Maximo, to record reactive, corrective and planned maintenance activities accurately and in real time.
- Ensure work orders, inspections, defects and remedial actions are completed, documented and appropriately escalated.
- Maintain water hygiene compliance and support Legionella control measures across the estate.
- Build effective working relationships with specialist contractors, suppliers, University stakeholders, students and colleagues.
- Deliver services professionally while working in occupied student residences, academic buildings and communal areas.
- Participate in the company call-out rota to support the 24-hour, seven-day operational requirements of the contract.
- Support sustainability, water efficiency and asset lifecycle objectives wherever practicable.

3. Main Assignments

Plumbing Maintenance

- Carry out planned preventative maintenance on plumbing and associated mechanical services systems.
- Diagnose and rectify plumbing faults across residential, academic and commercial buildings.
- Maintain sanitaryware, pipework, hot and cold-water distribution systems, valves, pumps, taps, showers, wastes and associated plant.
- Repair leaks, blockages, faulty fittings and water-system defects, minimising disruption and secondary damage.
- Carry out minor plumbing installations, replacements and modifications within the scope of competence.
- Take part in call out rota for which £150 is paid

Water Hygiene and Compliance

- Support Legionella control programmes, including temperature monitoring, outlet flushing and water hygiene inspections where trained and authorised.
- Undertake plumbing remedial works arising from water risk assessments, monitoring results and compliance inspections.
- Support specialist contractors undertaking water treatment, sampling and Legionella management activities.
- Work in accordance with relevant water hygiene procedures, approved codes of practice and site control measures.

Reactive Maintenance

- Attend emergency leaks, loss of water, blockages and other plumbing breakdowns within agreed response times.
- Restore services safely and efficiently while maintaining clear communication with affected stakeholders.
- Investigate recurring defects, identify root causes and implement or recommend permanent corrective solutions.

Minor Works and Projects

- Complete planned upgrades, replacements and small installations.
- Support accommodation refurbishment projects and intensive student vacation programmes.
- Assist with mechanical service improvements, asset replacement and lifecycle works.
- Coordinate isolations, access and reinstatement requirements with the Maintenance Team Leader and relevant stakeholders.

Customer Service

- Deliver a professional and customer-focused service to students, University stakeholders, visitors and colleagues.
- Communicate effectively regarding planned works, disruptions, access requirements, repair progress and completion.
- Maintain a courteous, respectful and discreet approach when working in occupied residences.

Documentation and Reporting

- Update maintenance records and work-order status using the CAFM system.
- Complete inspection records, permits, risk assessments and compliance documentation as required.
- Report asset failures, defects, safety concerns and remedial requirements promptly.
- Support statutory, client and internal audits through accurate and timely record keeping.

4. Accountabilities

Safety

- Work safely and in accordance with risk assessments, method statements, permits and safe systems of work.
- Comply with health and safety legislation, site rules and company procedures.
- Maintain personal competence and relevant qualifications.
- Report hazards, near misses, unsafe conditions and incidents without delay.

Compliance

- Support water hygiene and Legionella compliance programmes.
- Ensure maintenance, inspection and remedial records are complete and accurate.

- Support statutory, client and internal audits.
- Deliver maintenance activities in accordance with relevant legislation, contractual requirements and company procedures.

Operational Performance

- Achieve planned preventative maintenance completion targets.
- Deliver reactive maintenance within agreed service levels.
- Maintain a high first-time fix rate where reasonably practicable.
- Support continuity of water and sanitation services across accommodation and academic facilities.

Asset Reliability

- Maximise the service life and reliability of plumbing and mechanical assets.
- Identify asset-condition concerns, recurring defects and opportunities for improvement.
- Contribute to condition surveys, lifecycle planning and water-efficiency initiatives.

Customer Satisfaction

- Deliver a high-quality service that supports the student experience.
- Maintain professional conduct while working in occupied areas.
- Contribute positively to the facilities management culture and reputation of the service.

5. Person Specification

Essential Qualifications

- NVQ Level 3 in Plumbing and Heating, City & Guilds Level 3 Plumbing qualification, or a recognised equivalent.
- Water Regulations qualification or demonstrable equivalent competence.
- Full UK driving licence.

Desirable Qualifications

- Unvented hot-water systems qualification.
- Legionella and water hygiene awareness training.
- IPAF and PASMA.
- Asbestos awareness.
- First Aid at Work.

Essential Experience

- Experience working as a qualified plumber within facilities management, higher education, healthcare, commercial or large residential environments.
- Experience of both planned and reactive maintenance.
- Experience maintaining hot and cold-water systems, sanitaryware and associated distribution systems.
- Experience using CAFM or maintenance-management systems.
- Experience working in a compliance-driven maintenance environment.

Desirable Experience

- Experience within student accommodation, universities, hotels, hospitals or comparable occupied estates.
- Experience supporting Legionella management programmes.
- Experience contributing to refurbishments, minor works and lifecycle projects.
- Experience working within a 24-hour operational environment and call-out arrangements.

Essential Knowledge

- Plumbing systems and water distribution networks.
- Health and safety legislation and safe working practices.
- Water hygiene and Legionella-control principles.
- Risk assessment, isolation and permit processes.
- Building maintenance best practice.

Desirable Knowledge

- Mechanical plant and domestic hot-water generation systems.
- Heating systems and associated controls.
- Building management systems.
- Sustainability, water conservation and energy-efficiency principles.

Essential Skills and Competencies

- Strong fault-finding and diagnostic capability.
- Excellent communication, interpersonal and customer-service skills.
- Ability to prioritise workloads and meet deadlines.
- Ability to work independently and as part of a multidisciplinary team.
- Good IT literacy and accurate electronic record keeping.
- Strong organisational and practical problem-solving skills.

Personal Attributes

- Professional, dependable and accountable.
- Positive, courteous and customer focused.
- Safety conscious, flexible and adaptable.
- Committed to continuous improvement and professional development.
- Punctual, well presented and approachable, with a proactive can-do attitude.

6. Competencies

Competency	Required Behaviours and Outcomes
Growth, Client and Customer Satisfaction	Deliver an excellent service to students and University stakeholders; support contract performance and operational excellence; maintain high standards of customer care.
Quality of Services Provided	Deliver planned and reactive maintenance to the required standard; protect compliance and asset reliability; contribute to continuous improvement.
Learning and Development	Maintain technical competence; participate in relevant training; share knowledge and good practice with colleagues.
Brand Reputation	Act as a professional representative of Sodexo; support the University experience through reliable, courteous and high-quality service delivery.

7. Management Approval

Version	TM-5
Date	13/08/2026
Document Owner	

Manager Signature

Date

Employee Name

Employee Signature

Date
