

JOB DESCRIPTION

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| Job Title: | Plumber |
| Grade: | 4 |
| Reporting to: | Maintenance Supervisor |
| Basis: | Full-time. Permanent. |
| Responsible for: | Organising and delivering plumbing and heating systems maintenance tasks. |

Context of the Role:

Falmouth Exeter Plus is the service delivery partner of Falmouth University and the University of Exeter. Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with The Students Union (the combined students' union for Falmouth University and University of Exeter (Cornwall)).

We are a private company limited by guarantee with charitable status, wholly owned by Falmouth University (Falmouth) and The University of Exeter (UoE) on a 50:50 basis.

The Infrastructure Directorate is responsible for all FX Plus managed infrastructure (physical and digital), ensuring the provision of safe and highly available platforms to the partnership.

Overall Purpose of the Role:

The Plumber is a key member of the Estates Service with responsibility for ensuring that the maintenance requirements of the campus and associated assets are undertaken in a safe and efficient manner.

The post holder will work closely with both the Building and Engineering Maintenance Supervisors and the wider Estates teams to ensure that estate maintenance requirements are well defined, co-ordinated with other activities and reported and monitored through the Estates Helpdesk.

The postholder will liaise closely with key stakeholders across FX Plus and both universities. They will support in carrying out planned and reactive maintenance activities; ensuring that work is performed safely, professionally and efficiently, and providing trade-specific technical advice when contributing to the planning and delivery of works.

Specific Duties and Responsibilities:

1. The role is responsible for carrying out preventative and reactive maintenance tasks involving plumbing, water systems, heating systems, waste systems and associated tasks; in academic buildings, student accommodation buildings and the external estate; liaising closely with wider Estates team and the Estates Helpdesk.
2. Responsible for undertaking and resolving all reactive maintenance tasks allocated to the Plumber workflow to a high standard. The tasks are varied and can include; statutory legionella controls, general plumbing, specialist water systems including demineralised/de-ionised, heating and cooling system pipework, waste systems, new installation works to water regs, TMVs, TRVs, etc
3. Identification and ordering of materials and parts for maintenance tasks, including assessing stock levels and organising stores; including appropriate WRAS compliant fittings.
4. Act as liaison for contracted labour, providing direction and as necessary supervision to ensure works are completed in accordance with technical and safety requirements.
5. Responding to issues and investigating works, and providing job status updates to ensure appropriate information is logged and recorded on Planon (Maintenance Tracking System)
6. Responsible for statutory and mandatory planned maintenance, servicing and health checks including on heating systems, legionella controls, potable water systems, point of use systems, etc
7. Provide advice, guidance and shoulder to shoulder assistance to trainees, apprentices, and other team members related to plumbing maintenance tasks.
8. Work closely with all Estates trades staff from the Building and Engineering maintenance teams, supporting all maintenance activities when required, including non-plumbing works.
9. In addition to routine maintenance tasks, carry out appropriate care and control of tools, PPE, COSHH controlled substances, keys, access equipment, vehicles, etc
10. Contribute to development of safe working practices for plumbing tasks, including developing risk assessments, for correct safe work on potable water systems, waste systems, hydrants, etc, including safe isolation procedures

11. Assist with general site operations from time to time as required, e.g. car park management, preparation for events including graduation ceremonies, responding to adverse weather events including snow clearance and drain clearance, etc
12. Participate in the out-of-hours on call rota on a shift/rota basis with other members of the maintenance teams.

General Duties and Responsibilities:

1. Achieve role objectives with professionalism, expertise, and efficiency, considering the diverse needs of our customers and striving for excellence in service delivery.
2. Support a culture of service excellence, ensuring performance and service standards for our university partners are met whenever possible. Prioritise fairness, efficiency, and responsiveness to customer needs in all interactions.
3. Demonstrate a collaborative and positive mindset, prioritising teamwork and long-term sustainable solutions. Recognise the equal importance of relationships and achievements/outcomes and foster a culture of learning and mutual accountability.
4. Support keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards, including but not limited to Health & Safety, Equality, and Safeguarding.
5. Support sound financial management to optimise resource allocation and sustainability within the service domain, in alignment with the overall financial strategy approved by the FX Plus Board.
6. Support the identification, monitoring, and mitigation of functional risks, ensuring compliance with relevant legislation and policies while maintaining operational effectiveness.
7. Ensure the activities of the service area are conducted in line with its Sustainability, Environmental and Health and Safety Policies.
8. Support the promotion of Equality, Diversity, and Inclusivity within FX Plus, challenging discriminatory practices and behaviours while fostering an approachable environment as a 'Trusted Ally'.

9. Collaborate effectively with peers to cultivate a culture of excellence, innovation, and efficient service delivery across the organisation.
10. Support a culture of continual improvement within the service domain, actively seeking opportunities for effective change and proposing innovative improvement initiatives.
11. Demonstrate a flexible attitude to change and actively support the Universities and FX Plus in evolving to meet existing and future needs, undertaking additional duties as necessary to support the effective functioning of the service, without altering the core responsibilities of the role.

PERSON SPECIFICATION

| Attributes | Essential Requirements | Desirable Requirements |
|---------------------------------------|---|--|
| Education / Qualifications | <p>Relevant professional qualification in plumbing; such as a recognised apprenticeship to a minimum Level 3; or equivalent demonstrable skills and experience</p> <p>L8 code of practice / legionella awareness</p> | <p>Relevant HNC level qualification.</p> <p>IPAF license</p> <p>Pasma training</p> <p>Asbestos awareness training</p> <p>Working at Height</p> |
| Experience / Knowledge | <p>Recent and relevant demonstrable experience in estates maintenance.</p> <p>Recent and relevant experience of using computer-aided facilities management systems (CAFM) systems.</p> <p>Significant experience in self-managing plumbing maintenance tasks, including identifying and ordering parts / materials</p> <p>Good knowledge and understanding of all related legislation including, but not exclusively, environmental and health & safety law.</p> <p>Demonstrable knowledge of interpreting complex drawing, plans and layouts to facilitate fault finding and maintenance tasks.</p> <p>Proficiency in the use of Microsoft Office suite of software.</p> | <p>Previous HE experience.</p> <p>Experience of Mobile elevated platforms</p> <p>Legionella Responsible Person/ Authorised Person</p> |
| Skills / Personal Requirements | <p>Aptitude for working in complex environments with the ability to demonstrate sound judgment and decision-making.</p> <p>Excellent written and oral communication, relationship building and networking skills.</p> <p>Ability to interact with stakeholders on all levels</p> <p>Ability to work to tight deadlines and to take responsibility for meeting agreed targets.</p> | |