

**Job Title:** Plumber  
**Grade:** 5  
**Salary:** £25,138 to £31,396 per annum  
**Department:** Estates and Digital Services  
**Hours/Contract:** Full time or job share considered, Permanent  
**Job Family:** Community and Operational  
**Reference:** 8380

## Role Purpose

To plan, prepare and carry out Plumbing and Mechanical maintenance work within available timescales for all university buildings.

## Main Duties and Responsibilities

- You will apply your trade skills where necessary to fulfil allocated tasks to you.
- Prepare and carry out a range of maintenance, repairs and servicing.
- You will diagnose problems and apply your knowledge to develop solutions and put in corrective measures ensuring a first time fix. Where additional resources are required or extraordinary materials are required these will be directed back to a supervisor through your hand held device. Investigate and devise solutions to a range of problems to facilitate an effective reactive maintenance service.
- Identify the cause of maintenance failure and work on own or with colleagues to resolve.
- You will be responsible for your own health and safety while working and that of your colleagues, the public, staff and students. Adhere to and advise others relating to relevant health and safety policies and procedures. Ensure core requirements such as health and safety regulations are fully met.
- You will be allocated work to your hand held device. You will work towards meeting the departments SLA and achieve your KPIs. Assess the work circumstances and the equipment required to ensure it can be done properly and decide how to go about it.
- You will ensure that all university tools are in good working order and meet current safety legislation. You will use hand held tools and power tools associated with the task you are working on.
- Co-ordinate work with other areas of the university when required
- You will undertake all mandatory training requirements.

## Internal and External Relationships

Daily contact with supervisors and technicians, Craftspeople, service desk and building users, and also students and visitors on an ad hoc basis, always being mindful of the image that both the University and the Division of Estates and Campus Services portrays.

By having this contact, it ensures that all work is carried out correctly, safely, professionally and within any time constraints.



Liaise with customers and service users to understand their problems and requirements, thus ensuring that their problems are correctly and effectively resolved. You will work closely with other colleagues and maintenance stores.

## Planning and Organising

Work is allocated to a craftsmen app where you will order your work by priority and carry out the work accordingly while working towards achieving departmental SLA and KPIs.

Be mindful of university business requirements and plan work accordingly taking into account open days, lectures and services hours of operations.

## Qualifications, Knowledge and Experience

### Essential

- Evidence a minimum of a City and Guilds qualification level 2 (or equivalent NVQ) or significant experience working within the building or facilities services industry in a plumbing or mechanical trade role\*
- Evidence working knowledge and understanding of the Health and Safety practices associated with the construction industry\*
- A full and clean driving licence, suitable to the University's insurers\*
- Working at height and manual handling in line with current guidelines is essential.

### Desirable

- Experience of working within a large organisation with its own maintenance procedures and policies.

## Skills, Abilities and Competencies

### Essential

- Organisational and communication skills in English are required to carry out the role effectively including basic reporting skills (Oral and written)\*
- Ability to ensure that any quality standards that are relevant are met, whether it is a University or industry standard
- Must have basic IT skills and mobile telecommunications skills.
- Good co-ordination skills
- Ability to work well in a team
- Can stay calm under pressure and still make good decisions
- Attention to detail
- Multi-tasker



## Desirable

- Trained in and have the ability to use powered access equipment.
- Trained in the erection of scaffold towers.

***\*Criteria to be used in shortlisting candidates for interview***

## Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

## Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.