



Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Plumber

Recruitment Pack





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Welcome to Homes in Somerset

Dear Applicant,

Thank you for your interest in working with us at Homes in Somerset. This is a great opportunity for an outstanding professional to join us at an exciting time.

The Plumber delivers high-quality responsive repairs, maintenance and improvement works across council homes, communal areas and operational buildings, specialising in safe water, sanitation and drainage systems. Working independently and with colleagues, the postholder diagnoses faults, completes planned and emergency works to required standards, and provides a reliable, customer-focused service that protects residents and council assets.

The successful candidate will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role, please contact us by emailing Jobs@homesinsomerset.org.

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People and Communications



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About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do.

We're soon to become the largest housing provider in Somerset. We are proud to build stronger communities through providing great homes. We are driven to be the best managing agent in England, and we plan to do this by upholding our values and working towards three core strategic themes.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award and a gold RoSPA Award for health and safety performance, and we've got big plans for the future.

Our current strategy



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Role Profile

Job Title: Plumber
 Contract Type: Permanent
 Salary: £27,711 - £31,067
 Annual Leave: 25 days per annum

Role Purpose

To contribute to the delivery of a high-quality, responsive repairs and maintenance service across Somerset Council's property portfolio, including council-owned housing, communal areas, and other operational buildings. The role supports the safe, effective repair, maintenance, and improvement of properties to ensure they remain fit for purpose, compliant with required standards, and provide positive user experiences.

The postholder will deliver customer-focused responsive and / or void works, helping to maintain and enhance the condition, safety, and value of council-owned assets. This includes working in occupied properties, empty buildings, and communal areas, either independently or as part of a wider team, depending on the nature of the work.

With a primary trade specialism in plumbing, the role plays a critical part in maintaining safe water and sanitation systems, supporting health, safety, and wellbeing for residents, staff, visitors, and other building users, while ensuring statutory and operational requirements are met.

The Role:

Operational Duties

- You will be required to work to a high standard and delivery excellent customer service, you will need to plan and manage your workload to ensure that jobs are attended and completed within timescales and are completed right first time, reducing the need for any further follow up visits.
- Identification of the work required to resolve the problem, including deciding on required parts and general materials needed.
- Measure and order appropriate stock for each job.
- Ensuring correct imprest van stock is carried at all times, including review on a regular basis as required.
- Welding, brazing, leadwork and repairs to domestic hot and cold-water supplies, clearance and repairs to soil and associated pipework. Fixing leaks and maintaining pipework as required.



- Acting as a subject matter expert, working with water and drainage systems.
- Installing new hot and cold-water systems, and drainage.
- Designing new kitchens and bathrooms co-ordinating with trade colleagues and tenants.
- Working with the Aids & Adaptations team installing specialist equipment and bespoke bathroom sanitary wear in consultation with the tenants and representative officers.
- Removal of existing kitchens and bathrooms and associated remedial work.
- Updating and completing initial 'first-fix' pipework to enable completing installation of new kitchens and bathrooms; second fix of sinks, toilets, baths, radiators and associated remedial work.
- Detailed work to complete projects to final standard ready for tenants, which includes functions not specifically under the remit of plumbing.
- Manage and coordinate all new water mains installations throughout the authority. Organise repairs of water mains due to low pressure, poor water quality or metallic tasting water as reported by tenants.
- Prepare method statements, providing all external contractors with detailed mapping of where all existing utilities are located below ground.
- Carry out tasks and projects with minimal support / guidance, whilst taking accountability for quality and quantity of work.

Repairs and other related duties

- Ability to undertake related repairs as required following plumbing work such as carpentry/masonry/filling/plastering/patch repairs to wall finishes and tiling.
- Assess and facilitate removal of trees and/or roots that are damaging council drainage systems.
- Installing, maintaining, and repairing pipes including joins, valves, drains and fixtures.
- Responding to plumbing emergencies, determining the cause, and ensure the repair is resolved and made safe for tenants. Carry out drainage and septic tank supervision and maintenance working with the Environment Agency and water authorities as required, co-ordinating permits and regulatory documentation.

Regulatory Responsibilities

- Have an up-to-date knowledge of and implement all work undertaken to current rules and regulations related to plumbing Building Regulations, British Standards for roofing, Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 2012, Control of Asbestos Regulations 2012, Work at Height Regulations 2005,



Construction and Design Management Regulations 2015 and HSE produced guidance notes, and where necessary building and safety regulations.

Building Responsibilities

- Understand and be able to follow building plans, specifications and schedules of work.
- Able to trace and rectify faults to plumbing systems, using knowledge and experience of differing installations and materials, and known weaknesses in their use.
- Knowledgeable and experienced in ensuring the building fabric of properties is not compromised when undertaking works, e.g. fire safety, structural members, vapour barriers, etc.

Planning and Decision Making

- You will be required to make decisions on the best way to carry out repairs to meet the letting standard and in line with regulations and health and safety regulations.
- The ability to plan, prepare and make decisions in line with policy and procedure is key.
- Ensuring works progress as planned and there are no delays to works. This will include working around unforeseen problems and managing unplanned additional work with required timescales.

Contract Management

- Co-ordinating with team supervisor, contractors and other trades to enable completion of works to properties in the most effective manner, sequencing as required.

Performance

- Understanding and working to agreed team and organisational KPI's such as repairs completed in time, right first-time fix on responsive repairs and customer satisfaction.
- Collect local and customer intelligence to support service improvements that may present a risk to people or property. This would include raising safeguarding concerns and reporting other repairs and concerns such as damp and mould and hoarding issues.
- Input and make suggestions on continuous improvement of processes and procedures for the customer and council.

Team Working

- You will be required to work closely with the repairs, scheduling, and compliance teams to ensure removal of asbestos to avoid any delays to works being carried out, that works are planned in sequence e.g. ordering of scaffolds and materials.
- Understand when to consult with others from the wider team and contractors.



- Identifies, refines, and champions new ways of working with peers.

Customer Service

- Be an ambassador for Homes in Somerset, always presenting a positive image.
- Deal with enquiries from residents and members of the public in a courteous manner promoting a positive image that enhances the reputation of the Council.
- Provide a first-class service to existing residents and carry out work to a high standard.
- Provide advanced level advice and information as required, assisting with customer enquiries.
- Have the ability and skills to diffusing potential aggressive situations ensuring accurate and prompt reporting of any incidents and accidents.
- Provide information to customers and colleagues in easy-to-understand terms that non-technical people will understand.
- Manage low level complaints and resolve where in your remit to do so, this may include contacting colleagues to raise inspections or additional repairs to be carried out

Project Work

- Project work may involve the identification of new products and innovative solutions and implementing any new materials / solutions along with the team.
- The role is key to the successful delivery of works in empty properties to meet the Council's Lettable standard, including 'Major Void' projects, as well as specific ad-hoc projects such as water safety remedial repairs following Water Risk Assessments (WRA's).
- Detailed work to complete projects to final standard ready for tenants, which includes functions not specifically under the remit of plumbing.
- Manage and coordinate all new water mains installations throughout the authority. Organise repairs of water mains due to low pressure, poor water quality or metallic tasting water as reported by tenants.
- Other projects may include assessing treatment plant performance, identifying upgrade works required whilst ensuring that we operate within the environment agency's regulations.

Stakeholder Engagement

- Engagement with residents, and a variety of skilled trade operatives is essential.
- Work with other team members to organise and manage workloads effectively, ensuring that all performance and customer standards are met.



Machinery

- The role operates powered tools (requiring appropriate qualifications and ongoing training).

Vehicle Maintenance

- Carry out basic care and maintenance of vehicles and equipment, including checking fluid levels, tyre pressures and wear, bulbs etc. and to maintain vehicles and equipment in a clean and tidy manner. Report any faults to the Fleet Manager and your Supervisor.

Health and Safety

- Health and Safety requirements are a priority particularly with existing tenants and with rebuilding/restructuring of empty homes.
- Works must be completed to the latest Health and Safety regulations and guidance notes. Review relevant risk assessments and the asbestos register prior to carrying out works and complete dynamic risk assessments for tasks as required
- Take reasonable care of own health and safety, including following training received when using any tools the employer has given you.
- Co-operate with employer on health and safety, and do not interfere with, or misuse, anything provided for your health, safety or welfare.
- Inform employer, supervisor or health & safety representative if you think the work or inadequate precautions are putting yourself or the organisation at risk.
- Working with the Health and Safety team utilising the Assure safety app covering toolbox talks, risk assessments and notifiable reporting.

Administrative Duties

- To accurately complete records which will be mainly electronic with some paperwork. To include use of mobile phone to view jobs, record attendance, completion of work, ordering of materials and e-mail use. Completing hot works permits.

Dimensions of Role

- Oversee agency staff or apprentices to provide technical guidance and support and checking quality of work.

Knowledge, Skills and Experience

Qualifications - Essential

- Apprenticeship / City and Guilds in Plumbing Levels 2
- Committed to CPD
- Good standard of education (GCSE's in English and Maths at grade C or higher)

Desirable

- Apprenticeship / City and Guilds in Plumbing Levels 3 Level 2 diploma
- Unvented Hot Water Storage System Certificate



- City and Guilds maintenance operations NVQ2 (plastering, tiling, carpentry, painting and decorating. Kitchen fitting, flooring, screeding etc).
- Health & Safety Qualification

Knowledge - Essential

- Legionella awareness / risk assessment
- Diagnose plumbing and piping problems. Troubleshoot System Failures
 - Technical knowledge of machinery and tools.
 - Competent in the use of Microsoft Office.
 - Principles of good customer service.
 - Understands the principles of data protection.
 - Knowledge and understanding of Health & Safety legislation and requirements.

Desirable

- Local Government knowledge.
- Understanding of the Housing sector.
- Experience and knowledge of condensation, damp and mould, and the associated preventative works.
- Understanding of other trade roles.

Experience - Essential

- Proven experience working in this field.
- Experience in fault finding, carrying out remedial repairs and carrying out improvement works such as replacement kitchens or bathrooms.
- Ability to use and update computerised devices (including Handheld smartphone or Tablet PC).

Desirable

- Experience working in social housing.
- Experience working in occupied premises.
- Experience of working with customers who may be vulnerable or have support needs.

Skills – Essential

- It is essential for the post holder to have the ability to problem solve on their own and liaise with others when required. This will include working with vulnerable tenants, contractors, internal departments, and regulatory organisations
- Physically able to move heavy items may be a requirement of the role, especially when working alone.
- It is essential for the postholder to have good communication skills.
- Excellent team working skills and customer service abilities.
- Ability to use and update computerised devices (including Handheld smartphone or Tablet PC).
- Flexible and able to multitask.



- Good level of accuracy and attention to detail.
- Persuasive and encouraging adopting a coaching style to enable customers to understand tasks being varied out.
- Problem solving and decision making, resolving issues under time constraints.
- Commitment to continued professional development

Working conditions

- Working inside tenants' homes or void properties. Conditions can be poor, depending on the reason for visit and may encounter working in confined spaces or at height.
- A significant part of the role involves working away from the office in all weathers when safe to do so. The types of building will vary from flats, houses, sheltered housing schemes, offices, depots and municipal buildings.
- Both lone and team working required.
- Exposure to unpleasant or hazardous environmental working conditions frequently encountered.
- Working arrangements
- The role will be part of the out of hours rota (additional payment), which provides an essential service to our residents.



What we offer

We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 17.4% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- Access to discounts for sport, leisure, and entertainment activities.



Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Friday 7 August 2026
Closing date	Sunday 23 August, at midnight
Shortlisting	Monday 24 August 2026
Formal interviews	WC 31 August 2026

How to Apply

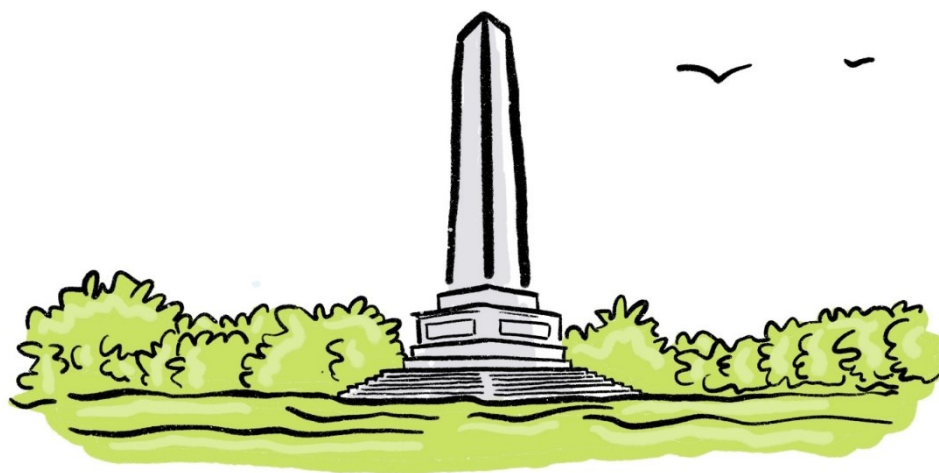
To apply, please visit the vacancies section on [our website](#). Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

All appointments are subject to two satisfactory references, a DBS check and proof of your Right to Work in the UK. If required for the role, access to a vehicle is essential.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Sunday, 23 August 2026, at midnight**



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