



JOB DESCRIPTION

Job Title:	Water Efficiency Plumber (South East Water programme)
Responsible to:	Plumber Manager
Location:	Delivery across the Berkshire area - Slough
Date:	May 2026

JOB SUMMARY

Groundwork South have a requirement for a number of plumbers to conducting Water Efficiency visits on Schools and Businesses. The project is linked to South East Water, carrying out wastage repairs to internal appliances such as taps, toilets, valves and overflows in commercial businesses and School premises.

Main Duties

- Work with other delivery staff to ensure that the project meets all the client's requirements; is delivered on time, within budget and to agreed quality standards within the agreed administrative and financial frameworks. Specific targets for the post-holder will be agreed for this project.
- Liaise with schools and businesses on a day-to-day basis and build good working relationships with them.
- Undertake monitoring information and reporting requirements.
- Undertake business visits to install simple and effective measures to help businesses and public premises to reduce their water consumption and to save money.
- Provide advice to businesses and encourage them to further reduce their water consumption, and make cost savings by making changes to their behaviour.
- Repair devices where water wastage is occurring.

Key Tasks & Responsibilities:

- Liaise with and develop good working relationships with project partners and colleagues.
 - Liaise with other Groundwork Staff delivering similar or complementary services.
 - Work with the marketing and development teams to publicise the programme.
 - Generate and respond to referrals and to carry out home visits and repairs.
 - Provide effective support, both advisory and practical, to enable people to make positive changes to their behaviour and to improve the quality of their lives through water savings.
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- Attend relevant team meetings / Training surgeries to raise awareness of the programme and to improve/develop skills.
- Report to the Groundwork Operations Manager as required and provide appropriate monitoring and evaluation data.
- Update Groundwork South's timesheets and other key documents at agreed intervals.
- Utilise the programme's vehicle in accordance with the Groundwork South Trust Vehicles Usage Policy and Booking Procedures.
- Undertake administrative duties commensurate with the role.
- Work flexibly within 37½ hours per week to accommodate customer visits between 8.00am to 4.00pm, Mon to Fri.

KEY AREA: SAFEGUARDING CHILDREN & ADULTS AT RISK

Groundwork South is committed to safeguarding a promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

- To adhere to the Safeguarding Policy and Procedures.
- To adhere to the Safer Recruitment Policy & Procedure.
- To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
- To complete any Safeguarding Awareness training as required by Groundwork South
- If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

KEY AREA: CUSTOMER SERVICE

Actively assist with customer service taking a lead in day to day operations to ensure that exemplary customer service is delivered with residents, tenants and leaseholders and clients.

KEY AREA: QUALITY

Focus on customer satisfaction and deliver a quality service to the agreed standards

KEY AREA: HEALTH & SAFETY

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on health and safety. Primary responsibilities are:

- To report all Health & Safety occurrences including potential hazards to line manager
- To comply with Groundwork South Health & Safety Policy and Regulations
- To carry out routine checks on vehicles, equipment and machinery and report any defects to line manager
- Use, store and maintain tools and equipment in line with Health and Safety best practice

ADDITIONAL RESPONSIBILITIES

- Adhere to all the policies and procedures of the organisation.
 - Contribute to the Trust's work in maintaining existing and achieving future accreditations and standards.
 - Commit to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post.
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- Any other duties commensurate with the level of the post.

GROUNDWORK SOUTH VALUES

All employees of Groundwork South are required to understand and contribute to the organisation's values. Groundwork South is committed to transforming people's lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set of values:

- Passion
 - Commitment
 - Empathy
 - Professionalism
 - Innovation
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Factor	Criteria	Essential	Desirable
Knowledge	Minimum required a Level 2 Diploma in Plumbing or Level 2 NVQ Diploma in Plumbing and Heating (6189-11) or Level 3 NVQ Diploma in Domestic Plumbing and Heating (6189-31) or equivalent.	✓	
	Good knowledge of wider environmental issues.		✓
Experience & Skills	Good communication skills and ability to speak and relate to a wide customer base, tailoring messages to the audience.	✓	
	Relevant practical experience of manual trades or home repair and a good knowledge of home maintenance.	✓	
	Ability to find practical solutions to problems.	✓	
	Knowledge of energy efficiency and water saving products and giving advice in relation to them.		✓
	Experience of project management and managing own workload	✓	
	Experience of working with a range of agencies	✓	
	Demonstrate a commitment to and understanding of the principles of equal opportunities in both employment and service delivery	✓	
	Demonstrate a commitment to and understanding of safeguarding and promoting the welfare of children and adults at risk	✓	
	Experience of using Microsoft Word and Excel and to effectively use other technology via IPAD/tablet.	✓	
	A practical outlook and can do attitude.	✓	
Special Requirements	Able to work outside normal working hours i.e. occasional evenings and Saturdays. The Trust has a Time Off In Lieu system in place.		
	Full Clean UK driving licence, you will be provided with a work vehicle which must be driven in accordance with company policy.		

TERMS AND CONDITIONS

Salary	£31,700 per annum
Contract	Fixed Term – 31 st March 2026.
Hours of work	Your normal hours of work are 37.5 hours each week excluding a daily lunch break and travel to and from the main place of work.
Place of work	Delivering across the South East Water area - Berkshire area – Slough. You may be required to travel on Groundwork’s business to carry out your duties at other locations as may be required for the proper performance of your duties.
Holidays	25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1 st January to 31 st December).
Pension	Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme. Employee contributions are made by salary sacrifice.
Benefits	<p>The following discretionary benefits are available to staff:</p> <p>Health Cash Plan A Company sponsored healthcare cash plan, which enables you to claim 100% refund on healthcare bills (subject to the maximum claim levels) including dental, optical, chiropody, specialist consultation fees, physiotherapy and osteopathy. Dependant children are covered free up the age of 24.</p> <p>Employee Assistance Programme Fully comprehensive EAP which includes mental health helpline and face to face counselling.</p> <p>Cycle to Work Scheme This salary sacrifice scheme enables employees to apply for a loan of up to £1,000, 0% interest over a period of 12 months to purchase a bike, meaning you can save up to 42% through lower tax and NI contributions.</p>
TOIL	TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager.
DBS Pre-Employment Check	This post will be subject to an enhanced DBS with barred lists check.
References	Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary.
Proof of Eligibility of right to work in the UK	Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006.
Training	Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.

I have read and agree that this job description and person specification accurately defines the role.

Signed

Printed

Date