Groundwork London Job Description

Job Title: **Plumber - Water Efficiency**

Responsible to: Operations Manager – Water Efficiency

Location: Pan London

Hours: 37.5 hours per week

Job Background:

Groundwork London conducts home water efficiency visits across London for Water Efficiency. We currently have a requirement for a number of plumbers to work on a long-term project linked to Water Efficiency - Saving Water and Water Efficiency across all London Boroughs, carrying out wastage repairs and water efficiency advice. In this role you will fix and fit saving devices to internal appliances, such as taps, toilets, valves and overflows, in domestic properties and business premises.

Main Objectives:

- 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 postholder will be agreed for this project.
- Liaise with residents and businesses on a day-to-day basis and build good working relationships with them.
- Undertake monitoring information and reporting requirements.
- Undertake home and business visits to install simple and effective measures to help residents and businesses and public premises to reduce their water consumption and to save money.
- Provide advice to residents and 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.
- 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 London's timesheets and other key documents at agreed intervals.
- Use the programme's vehicle in accordance with the Groundwork London 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. Some weekend work may be required.

Other Responsibilities

- Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested.
- Work with due regard for Groundwork's core values and objectives.
- Ensure the effective implementation of and adherence to, the Trust's Diversity, Equal Opportunities, Safeguarding and Health and Safety policies and procedures.
- Actively support Groundwork London's Environmental Management System through daily operational activities, duties and adherence to the Trust's sustainability guidelines and carbon reduction.

Personal and Professional Development

- Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager.
- Identify learning and development needs with line manager and evaluate Training & Development to demonstrate needs have been met.
- Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
- Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust's training and development programme.

November 2026

Ref: 201/1327

Person Specification – Plumber – Water Efficiency

Note to Applicant: When completing your application form, you should demonstrate/evidence of your experience, knowledge, skills & education in your application based on these criteria for the post. The grid also show at which stage of application and interview these are scored.

Criteria		Essential or Desirable	Application form	Interview	Task or Portfolio	Certificates or Qualifications
1	Level 3 (6049, 6176 or 6068) or NVQ Level 2 Plumbing or equivalent.	E	✓			✓
2	Good communication skills and ability to speak and relate to a wide customer base, tailoring messages to the audience	E	✓	✓		
3	Relevant practical experience of manual trades or home repair and a good knowledge of home maintenance	E	✓	✓		
4	Ability to find practical solutions to problems	E	✓	✓		
5	Knowledge of energy efficiency and water saving products and giving advice in relation to them	D	✓	✓		
6	Good knowledge of wider environmental issues	D	✓	✓		
7	Experience of project management and managing own workload	E	✓	✓		
8	Experience of working with a range of agencies	E	✓	✓		
9	Knowledge of health & safety and preventative actions	E	✓	✓		
10	Experience of using Word and Excel and to effectively use other technology via iPad/tablet	E	✓			
11	A practical outlook and can-do attitude	E	✓	✓		
12	A commitment to equality, diversity and inclusion	E	✓	✓		
13	Full driving licence with suitable status to be insured by Groundwork London	E	✓			✓
14	Willingness to undertake weekend work as required	E	✓	✓		

Appointment to this role will be subject to Enhanced DBS clearance by the disclosure & barring service