

Position description

Position Title	Plumbing Supervisor
Group / Branch	Iota Services, Priority Plumbing
Reports to (Title)	Priority Plumbing Manager
Competency level	Individual Contributor

Job Purpose

South East Water Priority Plumbing provides plumbing services to private individuals, business customers, builders and developers, councils and other South East Water groups.

The Priority Plumbing Supervisor is primarily responsible for the management, support and auditing of field operations to ensure delivery of customer satisfaction. The role is also responsible for identifying, developing and implementing improvements, business growth opportunities and enhancing performance of the business. The role may require some after-hours work.

As a qualified plumber, the Plumbing Supervisor will play a pivotal role in providing support, direction, mentoring and technical advice to team members, panel contractors and a wide range of customers, including troubleshooting and resolution of any issues relating to field services delivered or proposed. The role will also be responsible for conducting safety and quality audits and observations in the field for our panels of plumbing contractors as well as driving continuous improvement in the safety and quality space through the conduct of toolbox meetings, communications and compiling reports and effective implementation of recommendations. The role requires holding people accountable and growing a workplace culture that values all the checks and balances to enable safe work practices and industry compliance. A key contact for all of Priority Plumbing's contractors and customers in the field, the Plumbing Supervisor excels at building trusted relationships, soliciting feedback, and using their experience as a plumber to provide support, direction and troubleshoot issues through to resolution whilst ensuring an excellent customer and contractor experience.

Key Accountabilities

Safety and Quality

- Ensuring safe work practices are implemented as required by OH&S legislation and regulations, and South East Water quality and safety policies and procedures are embedded through influencing a culture of safety awareness
- Remaining informed of industry standards and requirements and any changes.
- Providing advice to the business so that relevant communications, policies and processes ensure plumbing works meet industry required standards.

- Conducting field observations/audits to assess contractors' performance in line with Priority Plumbing safety and quality expectations and contract KPIs – ensuring all audits are documented in the relevant system in a timely manner.
- Compiling reports associated with safety and quality and ensuring feedback, gaps, actions and identified improvements are addressed and implemented.
- Ensure that plumbing works delivered are in accordance with all relevant standards and regulations and are compliant, and that if found not to be then the contractor is sent to deliver rectification works which are absorbed by the contractor.

Contractor Management

- Developing strong trusted relationships with contractors in the field whilst also ensuring expected standards are maintained.
- Ensuring contractors in the field are clear regarding expectations of standards of work, and any changes are implemented and embedded.
- Provide communication to contractors in the field and at toolbox and review meetings regarding key messages and to solicit feedback.
- Contribute to the development and delivery of training and ensuring guidance such as the Plumbers' Handbook is kept up to date.
- Provide plumbing related advice as required to contractors and the Priority Plumbing staff/management.
- Escalating contractor issues as needed and following through to resolution.
- Interviewing and selecting plumbers for engagement on panels and monitoring their performance
- Preparation of plumbing rosters

Customer/Stakeholder Management

- Ensuring projects/works are managed and coordinated with South East Water or external customers, by liaising with relevant stakeholders and having regular meetings to discuss project issues/upcoming projects.
- Work closely with the Customer Team Leader, Works Co-ordinators and Contractor Liaison Manager to ensure Priority Plumbing delivers a seamless plumbing service to customers, defined by excellent customer experiences, which are results driven.
- Ensure that the Priority Plumbing team has close liaison and successful collaboration with other South East Water groups resulting in positive outcomes and enhanced reputation for South East Water in the eyes of customers.
- Manage customer experiences through the review and audit of contractor service levels to ensure customers are best served.
- Site visit to customers/stakeholders to resolve issues/complaints.
- Soliciting feedback from customers and to assist in troubleshooting any customer issues.
- Appropriately escalating customer issues as needed and following through to resolution.
- Recommending changes to business processes or offerings to improve and grow the business.

Business Development

- Investigate, source and support the growth of offered products and services across the plumbing industry, contributing to the further development of the business
- Development of new business opportunities with South East Water and outside of South East Water.
- Ensure growth of revenue and stable profitability in all programs within Priority Plumbing including negotiating competitive rates/quotes from contractors, and feedback on competitiveness of pricing within the industry.
- Assist with preparing quotations and content for large proposals

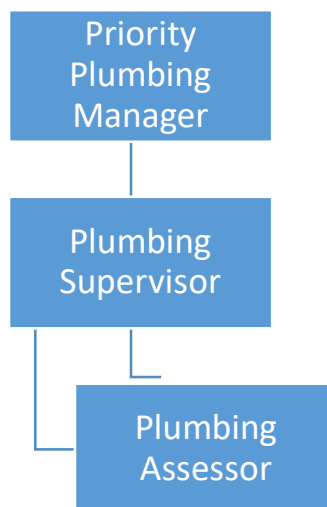
- Assist with the establishment of a schedule of competitive rates with acceptable profitability margins for new products and services.

Knowledge, Skills & Experience

- Qualified and licensed plumber with additional industry qualifications/training desired.
- Extensive water authority/industry knowledge and experience working as a licensed plumber with a strong understanding of plumbing code, practices, standards and regulations.
- Proven experience in conducting safety/quality audits and evaluations within the plumbing industry including a thorough understanding of appropriate OH&S Regulations
- Strong knowledge of government legislation and appropriate responses to the water ombudsman.
- Substantial experience in a similar level of responsibility which also comprises technical knowledge of the industry, co-ordination of interrelated activities, and supervision of contractors.
- Strong communication and interpersonal skills (verbally and in writing), with the ability to provide constructive feedback whilst maintaining ongoing relationships.
- Identifies, analyses and addresses problems using sound judgement and effective communication.
- Works collaboratively, building productive relationships with internal and external stakeholders.
- Ability to translate complex and technical information to diverse audiences
- Attention to detail and accuracy in assessment processes
- Proficiency in using assessment tools and reporting software
- Ability to provide leadership, work independently and as part of a team, fostering a positive team culture.
- Strong organisational and time management skills.
- Agile and flexible as required to deliver on the needs of the business.
- Thinks strategically, balancing commercial focus with customers' current and future needs.

Dimensions

Organisational Chart





Number of people managed:

1 x Plumbing Assessor
Indirect management of up to 50 contractors.

Size of budget managed:

Not applicable.

Value of Assets managed:

Not applicable.

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) none

Security for Critical Infrastructure identified role: **No**

As part of a team of emergency response personnel central to this role are responsibilities for 24/7 safe operation to provide support and minimise disruption of services to customers and as well as ensuring that public health and the environment are not put at risk. This includes participation in a rostered after-hours duty team, emergency response, and incident support as required.