

# Job Description

## Gas Engineer

**RESPONSIBLE TO: Gas Team Leader**

### **JOB PURPOSE:**

Install, service and maintain heating systems and appliances in domestic properties to a high quality standard in accordance with the current Gas Safety regulations and Building regulations. Consistently striving to achieve high levels of performance against agreed performance measures, ensuring that as far as practicable, that there are sufficient resources/materials to enable works to be completed on first visit.

### **'WHAT' – you do!**

Provide a repairs maintenance service to Trust customers carrying out the following tasks:

- Carry out programmed servicing to heating installations and appliances in domestic premises.
- Attend breakdowns; trace, diagnose and rectify faults using appropriate testing and measuring equipment. Replacing or repairing faulty or old parts, ensuring systems and appliances are left in a safe and serviceable condition.
- Work from verbal and written instructions including drawings, diagrams, sketches, calculations using measuring equipment where appropriate. Complete all necessary associated work documentation, using the Trust's electronic software systems on remote devices, ensuring that all certification and documentation is completed accurately and in accordance with Data Protection regulations.
- To always work in a "safe" manner ensuring compliance with legislation, regulatory requirements, best practice and continuous improvement. Identify installations that are not to current standards and carry out the required remedial action.
- Assess, plan and request the ordering of new parts and materials required to carry out the work when necessary from the Trust's supply partner. This will also involve taking responsibility for managing, developing and replenish vehicle imprest stock.
- Effectively communicate with customers to explain the correct operation of gas appliances and the importance of regularly servicing gas appliances. Also provide customers with advice about gas safety and energy efficiency.

### **'HOW' – you do it!**

We deliver the above by displaying the following example behaviours:

- Treating everyone with respect, being courteous and sincere.
- Work with others to solve issues/challenges across teams saying when you can't help and offer alternatives such as finding someone that can.
- Taking responsibility, making decisions and having a positive attitude and approach to work taking actions to deliver your objectives on time and keeping people informed of progress through regular updates.
- Meet promises given to customers to deliver high performance, following things through to the end by managing customer expectations in line with policies and procedures.
- Actively listen to customers in order to manage their expectations effectively taking ownership of customer issues and inform managers/staff when a customer is unhappy to ensure a resolution.
- Keep thinking 'how can we do this better' putting forward ideas where you can see a positive improvement can be made whilst focusing in value for money.

*No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.*



# Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
<b>Behaviour – HOW</b>		
Transparent with your teams and peers	E	I/
Restless in your approach to finding better ways	E	I/
Upfront and honest	E	I/
Skilled - continually improving	E	I/
Together – championing a “one team” ethos	E	I/
Transparent with your teams and peers	E	I/
<b>Experience – WHAT</b>		
<ol style="list-style-type: none"> <li>Level 3 (NVQ) in Domestic Natural Gas Installation and Maintenance</li> <li>Level 3 (NVQ) Diploma in Domestic Plumbing and Heating (Gas Fired Water and Central Heating Appliances)</li> </ol>	E	I/C
ACS Qualification - Core Domestic Gas Safety - CCN1 Central Heating Boilers & Water Heaters – CENWAT	E	I/C
ACS Qualifications - <ul style="list-style-type: none"> <li>Carbon Monoxide- Dioxide Atmosphere &amp; App Testing CMDD1</li> <li>Cookers - CKR1</li> <li>Gas Fires - HTR1</li> <li>Meters - MET1</li> <li>LPG - CONGLP1PD</li> <li>Commercial – COCM1</li> </ul>	D	I/C
Experience of working within statutory guidelines within the construction industry. E.g. Health & Safety	E	I/A
Experience within a Social Housing organisation in a repairs & servicing environment.	D	I/A
<b>Skills/Abilities/Competence – WHAT</b>		
Interpersonal Skills with a Customer Focus	E	I
Planning & organizing Skills	E	I
Motivated Team Player	E	I/S
Problem solving skills.	E	I/A/S
Ability to work under pressure to strict deadlines	E	I/S
Ability to work on own initiative.	E	I

## METHOD OF ASSESSMENT

- A Application form**  
**I Interview**  
**S Skills Test**  
**C Production of Certificates**

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