



Job Description

Job Title:	Gas Engineer
Grade:	GFE
Section:	Technical Services
Reports to:	Gas Team Leader
Responsible for:	Apprentices/Trainees where applicable

The Job

Is to:

- carry out the service, repair and maintenance of domestic gas appliances and central heating systems in occupied and void properties;
- install domestic gas appliances and heating systems on all types of company owned dwellings / properties, also where WDH have secured external contracts and other schemes of work;
- promote the service in a manner consistent with the Customer Charter, ensuring a high standard of Customer Care is achieved at all times;
- ensure that a high level of performance is achieved, in line with agreed targets and timescales; and
- carry out any other appropriate task as instructed by supervisor / management.

The Bigger Picture

You will:

- carry out work in accordance with Industry Standards, Gas Industry Unsafe Procedures, Gas Safety (Installation and Use) Regulations, Company Specification, and Manufacturers instructions;
- work flexibly across the Technical Services operational area, providing support with the full range of gas service, repair, maintenance and installation projects as required;
- be fully conversant with Health and Safety legislation and the affect of this legislation with regard to the work that is to be carried out;
- be able to work on own initiative with limited supervision while ensuring that all works once completed, are to be to the Industry Standards, Company Specification and Manufacturer's Instructions;
- achieve departmental targets including high levels of customer satisfaction, productivity, first time fix, access rates and minimal revisits/recalls;
- build and maintain excellent working relationships with colleagues, customers and managers to ensure the effectiveness of the service;
- make suggestions for efficiency savings and service improvements to Team Leader and actively participate in Team Briefings; and

- any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

The Day to Day

Depending on work stream you will:

- carry out efficient and effective fault diagnosis and repairs on heating systems and gas appliances;
- service Gas Appliances as per Manufacturer Instructions and complete valid Landlord Gas Safety Records in line with Industry and Company standards;
- install and Commission domestic Gas Appliances as per Manufacturer Instructions and Company standards;
- undertake all work in line with Health and Safety Policy statements and safe working practices;
- manage, control and be responsible for a stock of materials held within a van supplied by WDH;
- use IT systems accurately including job records, stores requisitions and time sheets as required;
- ensure the safe handling and storage of all plant and equipment, including daily checks for roadworthiness on vehicles for which you are responsible; and
- liaise with tenants and premise managers concerning the timing and progress of work to be undertaken.

Personal Contacts:

Internal: Managers and Team Leaders

External: Tenants, occupants of properties and members of the public

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Requirements of the Role			
ACS- CCN1- CENWAT-CKR1- HTR1- CPA1	✓		AF / CQ
A qualification at Level 3 of the Qualifications and Credit framework for example, NVQ Level 3 in Natural Gas Installation or EUSGU-010 or equivalent.	✓		AF / CQ
Commercial ACS -CIGA1-CoDNC01-CORT1-ICPN1-TPCP1A		✓	AF / CQ
NVQ or equivalent in Heating and Ventilation, and a Knowledge of District Heating systems.		✓	AF / CQ
Valid CSCS Card.		✓	AF / CQ
Unvented Hot Water Systems Qualification.		✓	AF / CQ

Determination			
Cost conscious and delivers a value for money service.	✓		AF / I
Excellent time keeping skills.	✓		AF / I
Ability to work with a minimum of supervision, be organised in managing own workload and self-motivated.	✓		AF / I
Excellent levels of productivity amongst trade group.	✓		AF / I
Appreciation of programming and timescales regarding other trades.		✓	AF / I

Nous			
Experience of Installation, commissioning, servicing, maintenance, fault diagnosis and repair of domestic Gas appliances/installations.	✓		AF / I
A wide range of knowledge with regards to working in full compliance with the Gas Safety (installation and use) Regulations 1998 and the Gas Industry's Unsafe Situations Procedure.	✓		AF / I
Understanding the requirements of specifications and drawings.		✓	AF / I
Interpretation and effective use of regulations.		✓	AF / I
Recognition of heat requirements, such as size of radiators.		✓	AF / I
Implementation of manufacturers' instructions and manuals. Commissioning of systems to required standard. Programming of works. Completion of reports (gas records).		✓	AF / I

Attitude			
Able to demonstrate a customer focused attitude and experience of working in a customer facing environment.	✓		AF / I
Able to communicate with the public and clients in a polite and pleasant manner.	✓		AF / I
Proven track record in excellent customer care.	✓		AF / I
Able to liaise with work colleagues and other trades.	✓		AF / I

Additional Requirements of the Role			
Current, valid UK Driving licence with the ability to travel throughout the district and to other locations as required by the business.	✓		AF / CQ
The ability to deliver a quality service and work flexibly in terms of hours of work and work content; to suit the business and customer needs.	✓		I

Key
AF - Application Form
I - Interview (this may include a presentation and occupational test where appropriate)
CQ - Certificate of Qualification