

ROLE PROFILE – GAS ENGINEER

Job Title	Gas Engineer
Service Area	Property Care
Responsible to	Property Care Supervisors
Responsible for	Apprentices / Improver Gas Engineers

Values

Our values are at the heart of everything we do, enabling each colleague to positively contribute to Community Housing's success. All colleagues are expected to show RESPECT in the way that they communicate, deliver services, involve and consider customers and each other. All colleagues aim to:

- Do what they say they will do and honour Community Housing's commitment to colleagues and customers
- See the person first and make sure behaviours are always appropriate and courteous
- Value the support they receive from others to achieve wellness and balance and in turn be their best when delivering services
- Believe in the work Community Housing does and recognise the difference made no matter what stage they have been involved
- Bring skills and experience to work and know that they will be valued as much as they value those demonstrated by colleagues
- Be thoughtful in the way they communicate, responding promptly, even when they may not have the answer straightaway
- Value being part of the Community Housing team, working better together to achieve the right outcomes for customers and colleagues

Job Summary

- Under the direction of the service area's management, to operate as part of a team carrying out a wide range of Gas duties, to a high standard and with a 'right first time' approach. This role includes out of hours duty on a rota basis.

Key Responsibilities

- To assist in the implementation of the Company's purpose, aims and service plan objectives.

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- Undertake construction and refurbishment works, improvement works, cyclical maintenance, and reactive repair works using your core trade skill and the range of additional construction skills required to ensure work is completed “Right First Time”.
- Plan, organise and deliver excellent quality works, including, amongst other things, being responsible for organising your own diary for appointments, arranging materials deliveries, maintaining van stocks, organising plant and equipment, and remedying any works defects.
- Where appropriate, use a Personal Digital Assistant (PDA) to record accurate information, including accept job / start job / finish job times, works completed, customer satisfaction, and timesheets for all jobs.
- Be willing to carry out other property care related duties when required, to ensure programs of work are completed to the correct timescales and also cover holidays and sickness if necessary.
- To provide technical support upon request.
- Demonstrate a high level of customer service at all times.
- Liaise with partner organisations and their representatives as required to deliver the service.
- To be flexible, and work across all different sections such as responsive & planned.
- At all times act in accordance with the Company’s rules, policies, procedures.
- Ensure that works are completed to schedule and to budget expectations.
- Meet high productivity targets showing commercial awareness and aptitude in your approach to work.
- The post holder is required to make on site decisions in many cases without reference to management to support the Company’s first-time fix approach.
- Ensure that high value plant and equipment are used correctly and safely, are protected from loss or theft, and are maintained in accordance H&S guidance.
- Report accidents and incidents ensuring that all Accident Forms and associated documentation are completed accurately and promptly.
- Ensure the security of all vehicles, plant, tools and materials, and that they are in good order and fit for purpose.
- Ensure that all potential Safeguarding issues on site are reported through the correct channels.
- Accurately complete and return within agreed time periods, timesheets, weekly data sheets and any additional paperwork as required by the company.

People Management Responsibilities

- Build and support effective, constructive and professional relationships across the department and Company to create a One team culture

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General Responsibilities

- To work within the Code of Conduct, policies, procedures, Standing Orders and Financial Regulations
- To foster constructive and collaborative working relationships with colleagues, stakeholders and partner organisations
- To participate in the continuous improvement of both the service delivery and your own development
- To ensure the health, safety and wellbeing of self and colleagues, understanding risk assessments and ensuring compliance with safe working practices
- To operate at all times within the agreed risk appetite as set by the Board, ensuring the risk exposure of the business and its stakeholders is identified and mitigated to an acceptable level
- To ensure respect and compliance is maintained with all data protection legislation whilst not using this as a barrier to service delivery and looking to continuously improve the services we deliver to customers

Essential Requirements

- Good communication skills, including the ability to lead, support and motivate team members to meet organisational targets and objectives.
- A robust and extensive knowledge of delivering effective Property Care services.
- Demonstrable experience in delivering effective public relations and customer care. Including identifying key issues to use knowledge of trade to help solve a problem & to learn from errors to prevent them from reoccurring.
- Excellent communication skills (including listening, verbal, written and presentational).
- Strong organisational skills and the ability to prioritise, both in regard to own workload and activities required to support the wider team to ensure deadlines are met.
- Works in a tidy and safe manner identifying and managing risks.
- Punctual and reliable and manages workload effectively.
- Takes responsibility for delivering own work without unnecessary supervision.
- Pursues self-development opportunities by taking up opportunities to learn more within their field.
- Being open to new ways of doing things; adapting behaviour and work methods in response to new information, changing conditions, or unexpected obstacles.
- Approaches work with 'customer' in mind, planning and preparing work to fit their requirements.
- Shows commitment to continuous improvements of services.
- Maintaining a high degree of motivation and commitment to producing work of the highest possible standard.

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- Understanding and responding to customer needs (either internal or external), demonstrating a passion for high quality customer service and placing the customer at the very heart of what we do.
- Either evidence of 4 years of experience and competence in gas engineering disciplines or qualification.
- NVQ Level 2 & 3 or equivalent in Gas Installation. CCN1 Core Gas Safety (ACS), CENWAT Gas Safety (ACS), HTR1 Gas Safety Element (ACS), CKR1 Gas Safety Element (ACS).
- Willingness to work flexibly on occasions nature of this particular job role.
- To hold a UK Driving Licence.

Other Requirements	Please tick as necessary
Attendance at meetings outside of normal office hours	
Contractual requirement to work additional hours / overtime	✓
Requirement to travel & Company vehicle is provided	✓
Requirement to travel & colleague will provide vehicle insured for business purposes	
Expectation of flexibility i.e. necessity to cover colleagues from time to time	✓
Expectation of flexibility i.e. to work those hours deemed necessary for successful delivery of the role	
Expectation of flexibility i.e. to vary start / finish times from time to time	✓
A requirement to wear a uniform	✓
A requirement to work with children and/or vulnerable adults necessitating a satisfactory DBS disclosure	✓
Potential for working under pressure requiring a high degree of personal resilience	✓
Physically challenging aspects of the role	✓