

		Job Description
Post:	Gas Engineer	
Reports to:	Gas Manager	
Responsible for:	No roles report to this post	

Job Purpose

To carry out gas servicing, repairs to boilers and heating systems, attendance to breakdown and make safe services. These works will be undertaken on both occupied and unoccupied properties. Your purpose is to ensure our heating systems for our customers are compliant with legislation and to ensure excellent customer service is delivered.

Key Result Areas

1.	Undertake maintenance work on site as required ensuring works are completed to the highest of standards, always complying with the Customer Service Code of Conduct and completing all necessary associated work documentation.
2.	Work on various occupied and void properties carrying out remedial works; tracing, diagnosing and rectifying faults always maintaining an excellent standard of work and in line with agreed targets.
3.	Ensure that relevant task specific Risk Assessments are utilised for tasks such as work at height, COSHH and Manual Handling.
4.	Take care of your own health and safety and the safety of others whilst at work and ensure you do not cause harm to others or the environment through your acts or omissions; reporting and recording any personal injury or occupational health matter to your line manager including any near miss

	events.
5.	Drive and be responsible for a Golding Homes' vehicle in line with regulations and instructions. Ensure your assigned vehicle is clean and tidy and that daily inspections are carried out and all records are complete as appropriate.
6.	Where required, liaise with customers when arranging and carrying out work, having full regard to their needs; ensuring properties are left in a clean and safe manner on completion of work and that the customer is aware of the works undertaken and details of any follow-on works.
7.	Assess, plan and request parts and materials required to carry out the work; proactively maintaining and replenishing vehicle stock as required.
8.	Report directly to your line manager any suspected asbestos or faulty appliances installations or equipment which do not comply with the current safety regulations.
9.	Take responsibility for tools, materials and equipment and guard against loss or theft.
10.	Supervise apprentices, educating them to the standards expected by Golding Homes; ensuring they work in a safe and efficient manner.
11.	Record and document work activities via handheld device; ensuring all materials used are recorded for each job and notes are updated with any additional information.
12.	Comply with all relevant legislation and Golding Homes policies and procedures including Health and Safety, Operational, Data protection and Financial Regulations.

13.	Take full responsibility for the functions of your role, ensuring work is carried out to a very high standard and all statutory and regulatory obligations are met and all targets are achieved.
14.	Establish, develop and maintain effective working relationships with all colleagues to ensure a collaborative approach and contributing to meeting Golding Home's objectives
15.	Always ensure excellent customer service; learning and improving services based on customer feedback, satisfaction and complaints.
16.	Constantly look for ways to improve how we work and the services we provide through a continuous improvement mindset and approach.
17.	Out of hours cover maybe required on a rota basis
18.	Carry out appropriate alternative work as and when required.
19.	Live and role model our Golding values.

Person Specification

Qualifications	Completion of a recognised apprenticeship or equivalent and/or a minimum of NVQ level II or its equivalent i.e. relevant City & Guilds Certificate. Relevant ACS and Gas Safe Qualifications that are current.
Experience	Minimum of 5 years' experience working in repairs and servicing on gas heating boilers and systems.

Knowledge	<p>Knowledge of Health and Safety Standards.</p> <p>Knowledge of Property/Building repairs and effectively displaying gas repair, breakdown and heating knowledge.</p> <p>Knowledge of Noise at Work Regulations.</p> <p>Knowledge and understanding of equality and diversity.</p>
Skills	<p>The ability to work with the minimum of supervision and as part of a team.</p> <p>Able to establish and maintain good customer/client relationships.</p>
Other	<p>Flexible</p> <p>Full driving licence</p> <p>Basic Disclosure Certificate</p> <p>Prepared to undertake any additional training associated with the specific requirements of the trade, as well as training in Equal Opportunities.</p> <p>Prepared to work at heights using ladders, scaffolding and work in confined spaces and in a variety of work conditions that may prevail at that time.</p> <p>The post holder may be required to work in any location throughout the Golding stock area and work may vary from location to location.</p> <p>May be required to participate in emergency service involving working outside normal hours as and when required and on a rota.</p>

This job description is illustrative only and may be revised from time-to-time according to the needs of Golding Homes.

