

Job Description

Job Title: Gas Engineer

Reporting to: Team Leader

Accountable for: N/A

Purpose: To undertake gas servicing, repairs, maintenance and installation work, allied works and general maintenance. To provide an excellent service for customers and colleagues.

Duties and Responsibilities

To undertake the servicing, repairing, installation and maintenance of gas heating and gas installations

To undertake allied work, including:

- Other maintenance, repairs and remedial work as directed, including plumbing and associated remedial carpentry and brickwork
- Associated repairs to the fabric of buildings in accordance with work undertaken

To undertake general maintenance such that multiple, minor jobs can be completed in a single visit, such as:

- Tightening or adjusting fixtures and fittings
- Re-fixing or renewing sections of timber boarded floors
- Clearing simple blocked sink, basin or bath wastes
- Boarding over doors and windows
- Re-bedding and re-grouting glazed wall tiling, ceramic wall and floor tiling and thermoplastic floor tiling
- Renewing sealant to worktops, sanitary ware, door and window frames
- Renewing or re-fixing curtain batten
- Repairing or renewing skirting board
- Repairing or renewing mortice latch
- Replacing night latch, mortice lock or europrofile lock to external door
- Removing and re-fixing access panels, pipe casings and ducting
- Overhauling WC - renew ball valve, syphon and flush handle
- Removing and re-fixing WC pan
- Replacing WC seat and cover
- Renewing or relaying vinyl tile
- Repairing defective patches to wall or ceiling plaster
- Renewing timber glazing bead or moulding to door or window

To demonstrate sufficient skills and competencies to undertake gas, allied works and general maintenance work, including:

- Completing works in accordance with compliance with Gas safety regulations, to manufacturer's instructions, relevant trade body and industry standards and best practice
- Being in possession of and maintaining approved and accredited core competencies:
 - CCN1 – Core gas safety
 - CENWAT – Install, exchange, repair gas fired central boiler
 - CKR1 – Install, exchange, repair domestic cooking appliances (cookers)
 - CPA1 – Combustion gas analyser
 - HTR1 – Install, exchange, repair gas fires/wall heaters
- Assessing job requirements including taking dimensions, organising materials, plant, tools and equipment and carrying out testing procedures

To carry out Pre & Post Inspections as directed by your line manager

To plan, deliver and record all work undertaken using Aspire Response's PDA system or other systems as directed by your line manager

To deliver an efficient and effective service, including by:

- Planning work to identify all appropriate equipment, material and access requirements
- Applying judgement to all situations including whether the work is a repair or a full replacement
- Anticipating problems and taking action to avoid them
- Maintaining suitable tailored imprest van stock
- Ensuring material wastage is kept to a minimum
- Segregating all waste and disposing of it appropriately in accordance with company instructions
- Planning work to cut down on unproductive time
- Demonstrating a flexible approach to work to achieve wherever possible a single visit completion (including from time to time activities that are outside of the core trade activity – see general skilling above)
- Working with or in attendance to other trades persons as required
- Completing all necessary documentation including "tenant out" cards, time sheets, stores requisitions, job tickets, etc as directed
- Communicating with customers & colleagues to ensure excellent service delivery as detailed within our Customer Service Standards
- Checking property conditions when undertaking jobs and reporting back appropriately including in relation to potential customer recharges

To work safely in accordance with all Aspire Response Health & Safety Procedures and all relevant current H&S legislation ensuring a safe working environment for colleagues and customers, including to:

- Conforming to general safety in the workplace

- Ensure that all sites are left overnight in a safe condition in accordance with our Customer Service Standards
- Understand and apply current Working at Height Regulations
- Understand and apply current Manual Handling requirements relevant to the role of a Gas Engineer
- Understand and apply current Abrasive Wheel requirements relevant to the role of a Gas Engineer
- Understand and apply current Asbestos Awareness information whilst carrying out the role of a Gas Engineer
- Report any accidents and any incident that could have resulted in injury, loss or damage

To be responsible for the security and safe use of vehicles, plant, tools and equipment used in delivery of the service

To deliver excellent customer service by:

- Identifying customer needs, assessing their expectations and checking that you have understood these correctly, taking into account any special needs or vulnerabilities
- Identifying any issues or problems and managing customer reactions when you are unable to meet their expectations
- Making an effort to exceed customer expectations
- Keeping customers informed at all stages

To contribute to the success of Aspire Response by:

- Demonstrating Aspire Values
- Complying with Aspire Response policies, procedures and guidance
- Working as part of a team and adapting behaviour to ensure effective teamwork
- Developing and maintaining good working relationships in the workplace
- Attending meetings when requested and contributing positively
- Identifying new methods of working and contributing to their implementation
- Working at any site or work location as directed, which may include working outside the Borough
- Working for any Aspire Response customer, not just Aspire Housing
- Questioning & challenging yourself to provide an excellent service for customers
- Taking an interest in organisational information and understanding how it impacts on the role
- Taking responsibility for Apprentices whilst in your charge paying particular regard to their safety and personal development

General Obligations – All employees

- To take responsibility for own personal development and update knowledge and skills, with support from Aspire, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.

- To implement positively and ensure compliance with, the Group's policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- To provide the highest quality services incorporating best standards and practice, promoting the Group to its tenants, clients and customers.
- Taking ownership and responsibility to respond to complaints positively and professionally (*as appropriate to role*).
- To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services.
- To perform any other duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's absolute discretion in the future.

As a general term of employment, the Group may effect any necessary change in job content, or may require the post holder to undertake other duties, at any location within the Group.