



Heating Engineer

Job Description and Person
Specification November 2024

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

HEATING ENGINEER – JOB DESCRIPTION

This is a broad outline of what is expected of the postholder.

RESPONSIBLE TO: MAINTENANCE SUPERVISOR

KEY OBJECTIVES:

- You will be required to undertake installation work, gas servicing and maintenance work on The Wrekin Housing Group properties or any other contracted works.
- To provide a quality maintenance and improvement service to all properties, both occupied and unoccupied.
- The ideal candidate will demonstrate a willingness to undertake any necessary training to align with the company's evolving needs. You will be required to upskill, if not already qualified, in order to stay at the forefront of industry advancements, particularly in Fume Investigation (CMDDA1) and renewable energy technologies. This includes, but is not limited to, gaining expertise in air source heat pumps, solar thermal systems, and other emerging technologies aimed at achieving net-zero goals in the near future.

KEY RESPONSIBILITIES:

- You will be expected to carry out visual inspections, repair and replace heating and hot water appliances, pipework, and associated fixtures and fittings when necessary.
- You will be expected to repair and maintain central heating systems, boilers and gas fires, including wiring, and controls.
- You will be expected to service a range of fuel-burning appliances, boilers, water heaters, unvented cylinders and gas fires in accordance with current regulations (within your competency).
- You will be required to complete all relevant paperwork, labels and forms so as to comply with regulations.
- To be responsible for completing appropriate paperwork, labels and forms both paper and computer records associated with the work undertaken.
- You will be expected to make decisions on any remedial works necessary on a range of appliances ensuring the heating requirements of The Wrekin Housing Group customers are delivered.
- You will be expected to liaise closely with the Maintenance Supervisor on a regular basis to inform him/her of decisions or actions taken on works related issues.

- It may be necessary to work in other areas of The Wrekin Housing Groups maintenance teams-
- You will be expected to carry out a variety of plumbing tasks, including but not limited to pipework installation, toilet changes and general maintenance when required.
- To assess work to be undertaken to meet the agreed specification and where appropriate schedule, organise relevant materials and appointments.
- To use (after necessary training) appropriate technology in order to undertake the duties of the post.
- To train and coach other trades operatives as required.
- To work in a manner with due regard to the Health and Safety procedures of the Trust and be mindful of his / her own health and safety and the health and safety of colleagues and tenants at all times.
- To perform Quality audits in line with Company procedure and Gas safe requirements.
- To liaise with tenants and other customers in a pleasant and courteous manner and organise and follow appointments when made.

GENERAL RESPONSIBILITIES

- To assist the Wrekin Housing Group in striving to meet its mission and to help foster a culture of continuous improvement.
- To comply with the Groups Standing Orders, standards of probity relating to the Groups charitable status and Housing Corporation Regulation.
- To uphold, as an individual employee, the Groups Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
- To take responsibility for personal development, sharing knowledge and skills and learning from others.
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues.

THE WREKIN HOUSING GROUP

CENTRAL HEATING ENGINEER – PERSON SPECIFICATION

QUALIFICATIONS:

- City and Guilds in Plumbing/Gas Fitting or equivalent.
- Completion of either ACS Assessment.
- G3 Unvented hot water desirable.
- CMDDA1 desirable
- Full driving licence essential.

EXPERIENCE:

- 3 years post qualification experience in a gas environment
- Renewable technology desirable
- LPG and/or Oil desirable

SKILLS AND KNOWLEDGE:

- Familiar with a range of gas central heating systems
- Ability to work unsupervised and as part of a team
- Ability to use PDA and relevant technology
- Ability to drive and be in possession of a full current driving licence

PERSONAL QUALITIES AND COMMITMENT:

- Tactful and tolerant
- Empathy with the social aims of the organisation
- Ability to liaise with tenants, other tradespersons and planners

COMPETENCIES:

- Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.
- Assists in identifying problems, offering appropriate ideas to resolve them.
- Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress.
- Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate.
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written two-way communication to share information.