GAS HEATING ENGINEER / SURVEYOR & AUDITOR

Job Description and Person Specification

The Wrekin Housing Group



THE WREKIN HOUSING GROUP GAS HEATING ENGINEER / SURVEYOR AND AUDITOR (INSTALLATIONS)

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

RESPONSIBLE TO: GAS OPERATIONS MANAGER

KEY OBJECTIVES:

- You will be required to undertake installation work, Surveying and Quality audits, 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.

KEY RESPONSIBILITIES:

- You will be expected to replace appliances and complete full installations.
- You will be expected to repair and maintain central heating systems, boilers and gas fires, including wiring, Y-plans and so forth.
- You will be expected to service a range of boilers and gas fires in accordance with current regulations.
- 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 insuring the heating requirements of The Group customers are delivered.

The Wrekin Housing Group



- 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 Group's maintenance teams.
- Domestic plumbing works.
- To assess and survey the 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 Group 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 Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Group's Standing Orders, standards of probity relating to the Group's charitable status and Housing Corporation Regulation
- To uphold, as an individual employee, the Group's 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 PERSON SPECIFICATION

POST TITLE: GAS HEATING ENGINEER / SURVEYOR AND AUDITOR (INSTALLATIONS)

QUALIFICATIONS:

- City and Guilds in Plumbing/Gas Fitting or equivalent.
- Completion of either ACS or ACOPS Assessment.
- Full driving licence essential.

EXPERIENCE:

• Post qualification experience in a gas heating environment.

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 Group's 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.