

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Heating Engineer</b>
<b>RESPONSIBLE TO:</b>	<b>Mechanical and Electrical Supervisor</b>
<b>DEPARTMENT/ SECTION:</b>	<b>Repairs and Maintenance Service</b>
<b>SALARY (£):</b>	<b>£12.82 per hour (Minimum of 37 hours a week, up to a maximum of 40 hours a week, excluding out of hours cover)</b>

### MAIN PURPOSE OF THE JOB

To carry out annual servicing and repairs, Installations and replacements, to heating appliances and systems within CCG's occupied and empty properties, communal areas, related assets, and any other contractual works throughout the County and surrounding areas.

Develop a value for money customer focused service by 'doing things right first time' and being 'true to our word' and delivering Health, Safety, Quality and Environmental (HSQE) Excellence in partnership with Customers, Staff and Service Providers.

### VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities

By keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

## KEY RESPONSIBILITIES

- To predominately carry out annual gas/oil servicing, maintenance and repairs, installation and replacements to heating and hot water appliances contained within CCG's occupied and empty properties, communal areas, related assets.
- Undertake tasks with minimal supervision and discuss work schedules with Resource Planners, Working Supervisors, Service Managers and other trades persons, where relevant.
- Complete tasks to the relevant quality standard and ensure work is carried out within agreed targets and timescales.
- Undertake duties in accordance with CCG's service standards.
- Ensure that your allocated PDA is always fully functional so that the benefits of mobile working can be fully utilised.
- Ensure compliance with Health and Safety legislation in accordance with CCG's Health and Safety policy and procedures and demonstrate a commitment to HSQE excellence
- Ensure prompt attendance at pre-appointed work and attend meetings and training sessions as directed by line management.
- Carry out required personal vehicle checks in accordance with CCG's fleet policy and procedures.
- Assist in the co-ordination, planning and ordering of materials and plant for tasks. Take full responsibility for managing allocated van stock and the effective and timely replenishment of it.
- Ensuring that dilapidation surveys are complete prior to work being undertaken and completion.
- Ensure that Planners and Working Supervisor(s) are appropriately informed of completion of tasks and that maximum productivity is delivered at all times.
- Maintain the trust and support of site personnel and sub-contractors.

- Offer advice to tenants in relation to standard property maintenance and advise Management about possible future service needs to ensure that all resources are adequately planned. Escalate promptly any welfare or serious mismanagement of property issues to the working supervisor.
- Ensure any issues are escalated promptly to your line manager.
- Take responsibility of your own Health and Safety wellbeing whilst on site at all times
- Contribute to the achievement of CCG's performance management framework in particular key personal objectives through the appraisal scheme.
- Ensure information is used in accordance with GDPR and any other legislative guidelines.
- Work as an effective member of a self-managing team with a sense of collective responsibility and purpose and to provide support and advice to colleagues where appropriate.
- Deliver services consistently in accordance to CCG's code of conduct, equal opportunities and dignity at work policies and procedures within daily operations.
- Be willing to be placed on the call out/out of hours rota service

#### **SPECIAL CIRCUMSTANCES:**

The Post holder may be required to work unsocial hours on occasions to meet business service requirements and to provide cover for emergencies.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your line manager, Assistant Director or Director

## PERSON SPECIFICATION

	ESSENTIAL/ DESIRABLE
<b>QUALIFICATIONS</b>	
Qualified to City and Guilds/NVQ Level 3 in Plumbing and Heating	E
Gas Safe/OFTEC registered	D
CCN1, CPA1, HTR1, CEN1, WAT1, CKR1 + CoNGLP1PD (LPG)	E
MET 1	D
OFT 10 – 101, OFT 10 – 105E, OFT 10 – 600A or equivalent	D
HETAS 003 & HETAS 004 or equivalent	D
<b>EXPERIENCE, KNOWLEDGE AND SKILLS</b>	
Previous experience of service, repair and maintenance of domestic heating appliances and systems	E
Previous experience of replacement and installation of domestic heating appliances and systems	D
Full members of CSCS	D
General knowledge and understanding of current health and safety legislation with specific reference to the construction industry. To undertake and carry out risk assessments appropriate to the activity being undertaken	E
To be IT literate in the use of computers and keyboards, PDA's (palm top computer)	E
Good interpersonal skills and a proven ability to communicate effectively with customers and colleagues	E
Able to prioritise and organise own workload	E
Able to inspect work carried out to ensure that it is the required standard	E
Work unsupervised and be able to demonstrate decision making	E
Being able and available to travel throughout the areas where the organisation has properties	E
To be able to work unsocial hours as and when the service requires	E
Knowledge of Schedule of Rates	D
<b>OTHER</b>	
Full clean, valid driving licence	E

## LANGUAGE REQUIREMENTS

General ability to communicate in Welsh and English, to include saying place names / Welsh first names, give and receive details, provide a bilingual greeting.

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