



## Job Description

**Title:** Technical Team Leader

**Reports to:**

**Based at:** Gasway / Blueflame Offices

**Hours of work:** 40

**Date Prepared:** September 2022

**Grade:** Grade 4

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### Key objectives of role:

- To support the delivery of a consistent high quality and cost-effective service incorporating a range of different fuel types including but not limited to domestic gas, oil, solid fuel to a range of different domestic and / or social housing properties.
  - Ensuring customer safety by completing activity in line with various rules and regulations including but not limited to gas safe and OFTEC.
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### Main responsibilities:

- In peak demand undertake heating engineering duties and associated works in accordance with policy and processes including manufacturer's instructions, industry best practice codes, practices, and legislation.
- To complete Surveys for new installations as required and in accordance with relevant requirements and legislative requirements to ensure right first-time approach assisting Installation teams being organised for the installation to be completed.
- To complete all relevant training and certifications as required by regulations.
- To provide advice, guidance and technical support to Engineers supporting the resolution of technical problems in a collaborative way.



- To complete TSR visits to assess any failures reported and conduct subsequent follow up actions with the support of a supervisor / Technical Compliance Team where required.
- Ensure any follow up works required off the back of installations and service and maintenance recalls and/or failures are conducted by the relevant engineer to the required standard.
- To prioritise escalations and expressions of dissatisfaction in order to support resolution in a timely and professional manner and within specified and agreed parameters.
- To support on-site training via coaching and feedback mechanisms within the team to include liaising with compliance Team to ensure all relevant training is identified, booked, and attended
- To act as a role model and lead by example working to required operational policy and process including but not limited to safe working practices and Health & Safety Policy and Procedures
- To proactively support Engineer communication and engagement activities as required including onboarding training and induction and supporting delivery of Toolbox Talks.

Your duties may vary from time to time within the broad remit of your role and grade however you are required to undertake any such reasonable and appropriate duties as directed.

Person Profile:

Selection Criteria I=Interview	A=Application Form	Essential or Desirable	Assessment Method
<b>Experience:</b>			
<ul style="list-style-type: none"> <li>• Experience as a domestic / commercial engineer dealing with repair diagnosis and maintenance / servicing of gas heating/plumbing systems</li> </ul>		E	A, I
<ul style="list-style-type: none"> <li>• Experience of servicing and maintaining renewable technologies to include heat pumps, solar thermal systems, etc</li> </ul>		D	A, I
<ul style="list-style-type: none"> <li>• Experience in the use of handheld device / tablet computer</li> </ul>		D	I
<ul style="list-style-type: none"> <li>• Experience of working with the public, demonstrating excellent customer service.</li> </ul>		E	I
<ul style="list-style-type: none"> <li>• Experience of collaborating and working as part of an effective team</li> </ul>		E	A, I
<ul style="list-style-type: none"> <li>• Experience coaching, developing technical skills and knowledge with others</li> </ul>		E	A, I

**Qualifications:**

<ul style="list-style-type: none"> <li>• NVQ Level 3 / Craft Certificate in Domestic plumbing or relevant trade qualification</li> </ul>	D	A, I
<ul style="list-style-type: none"> <li>• Gas related qualifications - Domestic: ACS, CCN1, CENWAT, CKR1, CPA1, HTR1, MET1, HWSS1, CMDDA1, WREG</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• Relevant Health &amp; Safety Qualification</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• Oil - OFT10-101 * OIL PRESSURE JET APPLIANCES, OFT10-105E * DOMESTIC SYSTEMS AND ENERGY EFFICIENCY, OFT10-600A * OIL TANK INSTALL</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• CONGLP1 * LPG QUAL - CHANGEOVER NG TO LPG, PD * LPG PERMANENT DWELLINGS, RPH * RESIDENTIAL/PARK/HOMES</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• HETAS 003 * DRY APPLIANCE INSTALL, HETAS 004 * WET APPLIANCE INSTALL, HETAS 006 – Chimney system install * SOLID FUEL - HETAS</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• BPEC</li> </ul>	D	A, I

**Skills & Abilities**

<ul style="list-style-type: none"> <li>• Full UK driving licence and ability to be mobile</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• Ability to work accurately with attention to detail</li> </ul>	E	I
<ul style="list-style-type: none"> <li>• Ability to undertake works to a consistently high standard and in a high-pressure environment</li> </ul>	E	I
<ul style="list-style-type: none"> <li>• Flexible approach to types of work required to undertake</li> </ul>	E	I
<ul style="list-style-type: none"> <li>• Good IT skills</li> </ul>	E	I
<ul style="list-style-type: none"> <li>• Understanding of Health and Safety and working to best practice</li> </ul>	E	I
<ul style="list-style-type: none"> <li>• Ability to manage own time and workload</li> </ul>	E	I
<ul style="list-style-type: none"> <li>• Approachable, driven, trustworthy, reliable and honest</li> </ul>	E	I
<ul style="list-style-type: none"> <li>• Proficient level of interpersonal and communication skills</li> </ul>	E	I

