



## Job Description

**Job Title:** Service & Breakdown Engineer

**Reports to:** Supervisor

**Based at:** Any applicable Gasway Office

**Hours of work:** 40 Per Week

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**Key objectives of role:**

- To deliver high quality and cost-effective heating system maintenance, compliance testing and repair 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:**

- To undertake heating engineering & plumbing duties including reactive repairs, servicing of boilers, fires and other appliances and associated works in accordance with manufacturer's instructions, industry best practice codes and practice and legislation.
- To issue notices and certificates required by the relevant regulations relating to gas safety.
- To attend appointments as scheduled and instructed.
- To provide information to allow records to be updated following service and testing and issue Landlord Gas Safety record using electronic or manual documentation.
- To manage van stock and replenishments in an effective and efficient way and manage stock from authorised suppliers, materials required to undertake works through the approved order system.
- To take part in the on-call system to provide 24/7 emergency cover across our property portfolio.

- To drive company vehicles in a safe and courteous manner and to ensure that the vehicle is maintained to appropriate standards.
- To take responsibility for all equipment and plant issued and ensure identified and appropriate maintenance is undertaken to appropriate standards.
- To complete all relevant training and certifications as required by regulations.
- To maintain regular contact with the Team Leader and colleagues to obtain instructions and resolve working problems and work in a collaborative way providing support and assistance to all involved throughout the repairs and maintenance process.
- To record completed works and maintain accurate records of works carried out including required photographs, measurements, and calculations.
- To Work to operational procedures, safe working practices and H&S procedures including but not limited to reporting of all accidents, near miss events or potential hazards
- To comply with confidentiality and information security policies at all times.

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:**

<b>Selection Criteria:</b>  A = Application Form                      I = Interview T = Test/Personality Profile            D = Desktop or other practical exercises	<b>Essential or Desirable</b>  (E, D)	<b>Assessment Method</b>  (A, I, T, D)
<b>Experience:</b> <ol style="list-style-type: none"> <li>Experience as a domestic engineer dealing with repair diagnosis and maintenance / servicing of gas heating/plumbing systems</li> <li>Experience of servicing and maintaining renewable technologies to include heat pumps, solar thermal systems, etc</li> <li>Experience in the use of handheld devise / tablet computer</li> <li>Experience of working with the public, demonstrating excellent customer service.</li> <li>Experience of collaborating and working as part of an effective team</li> </ol>	E   D   D E E	A, I   A, I  I I A, I
<b>Qualifications:</b> <ol style="list-style-type: none"> <li>NVQ Level 3 / Craft Certificate in Domestic plumbing or relevant trade qualification</li> <li>Gas related qualifications - Domestic: ACS, CCN1, CENWAT, CKR1, CPA1, HTR1, MET1, HWSS1, CMDDA1, WREG</li> <li>Relevant Health &amp; Safety Qualification</li> <li>Oil - OFT10-101 * OIL PRESSURE JET APPLIANCES, OFT10-105E * DOMESTIC SYSTEMS AND ENERGY EFFICIENCY, OFT10-600A * OIL TANK INSTALL</li> <li>CONGLP1 * LPG QUAL - CHANGEOVER NG TO LPG, PD * LPG PERMANENT DWELLINGS, RPH * RESIDENTIAL/PARK/HOMES</li> <li>HETAS 003 * DRY APPLIANCE INSTALL, HETAS 004 * WET APPLIANCE INSTALL, HETAS 006 – Chimney system install * SOLID FUEL - HETAS</li> <li>BPEC</li> </ol>	D E  D D  D  D D	A, I A, I  A, I A, I  A, I  A, I
<b>Skills:</b>		

1. Full UK driving licence and ability to be mobile	E	A, I
2. Ability to work accurately with attention to detail	E	I
3. Ability to follow written and verbal instructions	E	I
4. Ability to record accurately all works carried out	E	I
5. Ability to undertake works to a consistently high standard and in a high-pressure environment	E	I
6. Able to participate in the on-call rota system	E	I
7. Flexible approach to types of work required to undertake	E	I
8. Good IT skills	E	I
9. Understanding of Health and Safety and working to best practice	E	I
10. Ability to manage own time and workload	E	I
11. Approachable, driven, trustworthy, reliable and honest	E	I
12. Good level of interpersonal and communication skills	E	I