



Job Description

Job Title: Service & Breakdown Engineer

Reports to: Area Supervisor

Based at: Various Locations

Hours of work: 40 Per Week

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:

Selection Criteria:		Essential or Desirable	Assessment Method
A = Application Form	I = Interview	(E, D)	(A, I, T, D)
T = Test/Personality Profile	D = Desktop or other practical exercises		
Experience: - Experience as a domestic engineer dealing with repair diagnosis and maintenance / servicing of gas heating/plumbing systems - Experience of servicing and maintaining renewable technologies to include heat pumps, solar thermal systems, etc - Experience in the use of handheld devise / tablet computer - Experience of working with the public, demonstrating excellent customer service. - Experience of collaborating and working as part of an effective team		E D D E E	A, I A, I I I A, I
Qualifications: - NVQ Level 3 / Craft Certificate in Domestic plumbing or relevant trade qualification - Gas related qualifications - Domestic: ACS, CCN1, CENWAT, CKR1, CPA1, HTR1, MET1, HWSS1, CMDDA1, WREG - Relevant Health & Safety Qualification - Oil - OFT10-101 * OIL PRESSURE JET APPLIANCES, OFT10-105E * DOMESTIC SYSTEMS AND ENERGY EFFICIENCY, OFT10-600A * OIL TANK INSTALL - CONGLP1 * LPG QUAL - CHANGEOVER NG TO LPG, PD * LPG PERMANENT DWELLINGS, RPH * RESIDENTIAL/PARK/HOMES - HETAS 003 * DRY APPLIANCE INSTALL, HETAS 004 * WET APPLIANCE INSTALL, HETAS 006 – Chimney system install * SOLID FUEL - HETAS - BPEC		D E D D D D D	A, I A, I A, I A, I A, I A, I A, I
Skills:			

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



Our Values

Our people and our customers are at the heart of everything we do here at Flagship Group. We have a set of values that we all work towards to ensure that we achieve our purpose of providing homes for people in need. These values are:

Great People Doing Great Things

You make this place great. Which is why we trust you to do the right thing. We give you the freedom to be creative, solve problems, to have fun and work smarter.

The responsibility lies with you, although we are all here to help if you need it. Don't be afraid to try new things; some of our best learning comes from our greatest mistakes.

We are all adults so let's show mutual trust and respect by listening to each other and keeping messages clear and simple.

We put people first and keep people at the heart of everything we do and value their differences.

Spending Money Wisely

We treat our money like it's our customers' money - they pay our wages after all. Remember that our time and resources cost money too.

Relentlessly Improving Performance

You make this place better by reducing complexity and unnecessary work, always looking for a better way of doing things. We do this by using our Flagship Way methodology of understanding what is happening when we do our work and making improvements where we can, in a clear and consistent way. We will give you the tools and support to understand and improve things.

We are all part of the same company, with the same purpose, so let's work together as one team to make things happen and achieve results.

Delivering Outstanding Customer Service

Delivering an outstanding customer service is an aim for us all. Whoever your customer is listen to them, respect them and treat them well.

We need to support our frontline, so they can do the best job possible for our customers. Make your service "stand out" in everything you do; remember, it will all impact on our customers' homes and lives.

We enjoy and take pride in our work and we say what we mean and mean what we say. We love what we do and why we do it.