



Service & Breakdown Engineer

Reports to: Customer Delivery Manager Heating

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

I ensure customers have safe, reliable heating and hot water by carrying out high-quality servicing, maintenance, and repair of heating systems across a range of properties. My role exists to protect customer safety, meet regulatory requirements, and keep homes warm and functional. I work independently across different locations, responding to both planned and reactive work, while making sound decisions in line with regulations, manufacturer guidance, and best practice. By delivering work right first time and completing accurate safety documentation, I help the organisation meet its legal responsibilities and maintain trust with customers and partners.

I also play a critical role in responding when things go wrong. Through participation in the on-call rota, I help provide a reliable emergency response across the property portfolio. I stay connected with supervisors and colleagues, sharing information, resolving problems, and supporting a smooth repairs process. My professionalism, conduct in customers' homes, and care for equipment and vehicles all contribute to a service that is safe, respectful, and dependable.

My skills and experience include:

I bring solid technical experience in heating and plumbing, including servicing, fault-finding and repair across a range of appliances and fuel types. I hold relevant industry-recognised gas qualifications, including ACS and core domestic competencies (CCN1, CENWAT, CKR1, CPA1, HTR1, MET1, HWSS1, CMDDA1) and Water Regulations (WREG), along with a full UK driving licence, enabling me to work safely and in line with regulatory requirements.

I work confidently within gas safety, OFTEC and other relevant frameworks, understanding the importance of accurate certification and record-keeping. I am organised and self-reliant, managing my workload, van stock and materials efficiently, and communicate clearly with customers, colleagues and supervisors to deliver work safely, professionally and to a high standard.

The skills I will develop include:

I will continue to broaden my technical knowledge across different systems, appliances, and fuel types through ongoing training and experience. I will strengthen my diagnostic and problem-solving skills to resolve faults efficiently while maintaining safety and quality. I will develop greater confidence in handling complex repairs, emergency situations, and evolving regulatory requirements.

Over time, I will deepen my contribution to service improvement by sharing knowledge, supporting colleagues, and maintaining consistently high standards in everything I do.

I will continue to develop my expertise and remain open to working towards additional relevant qualifications, including the opportunity to achieve a commercial qualification where appropriate.