



## **Heating Engineer**

**Closing date: Wednesday 5<sup>th</sup> May 2021 at 9am**

**Interviews: Week commencing 10 May 2021**

**(date to be confirmed)**

## Role Profile

<b>Job Title:</b>	<b>Heating Engineer</b>
<b>Location:</b>	<b>Property Services</b>
<b>Hours:</b>	<b>40</b>
<b>Responsible to:</b>	<b>Working Gas Supervisor</b>

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### Purpose of the Post

- To assist with the maintenance service and upkeep of the Group's properties specifically in relation to the annual gas servicing, breakdown and installation of heating and plumbing systems.

### Key Responsibilities

#### Job Specific Tasks

- To install and upgrade domestic heating systems in accordance with business schedules and budgets
- To carry out the servicing of domestic heating systems
- To diagnose and repair faults in domestic heating systems and renew heating and fittings.
- To diagnose and repair faults in domestic plumbing systems and renew plumbing fittings.
- To liaise with client/customers when arranging and carrying out work, being professional at all times
- To work closely with trades to provide outstanding void turn round times and deliver excellent customer service
- To carry out a variety of skilled work with a high degree of manual and technical competency
- To issue certificates for gas works in line with legislation and the Group's policy and procedures advising the manager of any problems or issues
- To liaise closely with the Gas Engineer to arrange access to the annual gas service programme
- To provide data on replacement schedules based on intelligence, spend and the asset register
- To prepare schedules of work and/or tenders for improvement
- On a rota basis, to perform emergency out of hours call out service for the Group's stock.
- To carry out all duties in accordance with relevant legislation affecting the sector in accordance with GasSafe and HSE.
- To promptly return records of work completed or delayed due to no access, awaiting materials
- To order, collect/take delivery of materials and hire plant, required for completion of maintenance work
- To use, maintain, clean and store all tools, equipment, vans, first aid boxes provided by the Group, in accordance with manufacturers/suppliers instructions and to bring to attention any items which are damaged, unfit for use, or need servicing immediately

- To make good disturbed structures/finishes of a minor nature; report to Manager where other trades persons are required to make good
- To arrange and keep appointments with the Group's tenants/ residents
- To ensure diaries and work schedules are being completed
- To recommend improvements to the Group's stock as and when relevant
- To maintain and replenish vehicle stock
- To carry small repairs and allied trade works to achieve maximum value
- To check satisfaction and obtain customers' signatures on all completed work
- To work from written and verbal instructions, as well as ICT and mobile working platforms.
- To report to the Manager any faulty plant equipment, appliances, installations or equipment which does not comply with the current safety regulations
- To report finds of asbestos through The Group's Asbestos procedure.
- To supervise apprentices where required, training them to the standards expected, ensuring they work in a safe and efficient manner
- To operate all machinery and equipment in a safe and correct manner using all safety devices and practices
- To record and document work activities accurately and daily
- To use the correct equipment and working methods as described in risk assessments and working practices, ensuring personal protective equipment is worn and used appropriately
- To drive and be responsible for a company vehicle in accordance with the Group's regulations/instructions, including conducting weekly vehicle checks. This is applicable where a vehicle has been issued.
- To ensure properties are left in a clean and safe manner on completion of work
- To maintain a tidy appearance with clean and functional uniform, ensuring identification badge is worn and visible at all times when on site and dealing with customers

### **Core Tasks**

- To follow and deliver the corporate and operational plans
- To work within department policies, procedures and service level agreements
- To effectively manage workload and update the line manager on progress
- To embrace opportunities for personal learning and development
- To work within the framework and guidelines set for risk management and operational plans.
- To provide cover for colleagues
- To communicate clearly and effectively with internal and external partners
- To identify and communicate areas of improvement
- To support the delivery of team reports and project work
- To work with other departments sharing best practice
- To support the organisation in accreditation, bids/tenders and initiatives
- To comply within the regulatory frameworks with your area of work
- To use business systems appropriately

### **Value for Money**

- To help identify and deliver efficiencies and deliver an excellent service that provides value for money.
- Work proactively with colleagues to deliver excellent service and value for money

**Compliance**

- To maintain high standards of practice and promote Equal Opportunities and Diversity.
- To comply with the Group's Health and Safety policy and legislation.
- To comply with Data Protection and Confidentiality policy and procedures.
- To ensure compliance with financial standing orders and delegated authority limits.
- Adhere to the Group's policies, procedures, workflows, flowcharts, guidance notes and working practices.

**Corporate**

- To represent the Group in a professional and courteous manner at all times.
- To deliver productivity targets.
- To keep abreast of legislative changes and good practice.
- To take responsibility for own learning and development including identification of training opportunities
- Any other duties as may be reasonably required.

# Person Specification

A – Application    C – Certificate  
I – Interview      T – Test

## Heating Engineer

Criteria	E / Desirable?	Method of Assessment
<b>Appropriate Professional Qualification</b>		
Hold up to date A.C.O.P.S. certificates and Gas Safe registration for domestic and/or commercial gas	E	C
City and Guilds	D	C
<b>Experience and Track Record</b>		
Experience of working as a heating engineer	E	A&I
Experience of establishing and developing professional working relationships with internal and external customers, contractors, external partners and colleagues	E	A&I
Experience of promoting quality company images, to existing and potential customers	E	A&I
Works in a variety of work conditions including working at heights using ladders, on scaffolding and in confined spaces	E	A&I
Carries out duties under minimum supervision and as part of a team.	E	A&I
Experience of working as a heating engineer	E	A&I
<b>Knowledge and Skills</b>	E	A&I
Working with domestic heating systems, diagnosing faults, carrying out repairs and servicing	E	A&I
Working with commercial heating systems to diagnose faults, carrying out repairs and servicing	E	A&I
Knowledge of health and safety legislation/regulations and experience of maintaining and monitoring a safe working environment	E	A&I
To recommend opportunities for developing and improving the quality of service and organisational systems and processes	E	A&I
Full Current Driving Licence	E	A&I
<b>Personal Characteristics</b>		
Ability to establish and maintain good customer relationships	E	A&I
Ability to relate to other members of staff, customers and external partners for all aspects of the Group's work	E	A&I
Understanding and empathy with the needs of diverse groups and individuals	E	A&I
Has effective communication skills with a range of people and organisations	E	A&I
Has experience of facing challenge, embedding change and managing it positively	E	A&I
Can actively promote learning and development for self and others	E	A&I
Demonstrates effective skills when planning and organising workloads for self and team across an organisation	E	A&I
Has an excellent customer focus, that takes into account the diverse needs of customers	E	A&I
Contributes to and support team working across an organisation	E	A&I
Willingness to work after hours	E	A&I

**Heating Engineer**  
**Terms & Conditions of Employment**



<b>Salary</b>	£32,517 per annum
<b>Car Allowance / Mileage Rates / Company Vehicle</b>	A company vehicle will be provided for business journeys
<b>Hours of Work</b>	Monday – Friday 8am – 8pm Saturday 8am – 12 noon (On a rota basis)  <i>You will be required to participate to the on-call rota during weekends, evenings and holidays.</i>
<b>Organisational Fit Period (Probationary)</b>	6 months
<b>Notice Period</b>	1 month
<b>Pension</b>	Auto Enrolled into the SHPS DC Scheme Option to enter into the SHPS DB CARE 1/120 <sup>th</sup> pension scheme
<b>Holidays</b>	25 days per annum plus up to 5 days for long service
<b>Sickness Absence</b>	The Group operates a company sickness scheme that provides up to three months full pay and three months half pay after three years service.
<b>Other Benefits</b>	Contributory Health Cash Plan, Employee Assistance Programme and other wellbeing options

## How Are MSV Recruiting and Holding Interviews During the COVID-19 Pandemic?

