



Job Description	Gas Engineer
Reports to	Senior Site / Field Manager
Responsible for	Apprentices as required
Version No.	1
Date	September 2021
Location	Newtown (Travel required)
Salary Range	Dependent on Experience

Purpose of role

To undertake repair, maintenance and installation of gas, plumbing and heating systems in domestic and commercial sites as required by the business.

Main duties and Accountabilities

- Responsible for carrying out a wide range of works from a pre-allocated appointment system, ensuring that they are completed in line with relevant health and safety regulations
- Servicing domestic gas appliances including; boilers, back boilers fires and water heaters
- Diagnosing faults and repairs in all areas of gas appliances, central heating systems boilers and controls
- To issue notices and certificates required by the relevant regulations relating to gas safety.
- To adhere to manufacturer's instructions when servicing, repairing or installing appliances. Completion and timely submission of quotes and other internal paperwork in accordance with company requirements.
- Liaise with customers to undertake work in their properties in a timely and convenient manner
- Ensure the company vehicle is stocked correctly in order to carry out tasks
- Ensure that vehicle housekeeping is undertaken regularly and that all vehicle stock is stored appropriately and safely within the vehicle
- To drive company vehicles in a safe and courteous manner and to ensure that the vehicle is maintained to appropriate standards.
- Be available and respond promptly to emergency call outs on a rota basis as and when required.

- Undertake training to improve knowledge and skills and complete certifications as required by regulations.
- In addition to the primary trade, the post holder will also be expected to be able to demonstrate competencies in other complimentary trade disciplines. The post holder will be expected to use these complimentary skills on a regular basis, as and when directed, for the benefit of the company. Other multi-trades could include: Plastering, painting and decorating, bricklaying, flooring, tiling, basic plumbing, groundworks and general labouring. This list is not an exhaustive list and is subject to change in line with business requirement.
- Represent the company positively at all times in accordance with the company Code of Conduct, building a positive relationship with customers.
- Carry out such other duties and responsibilities as may reasonably be directed by Management.

Customer Services

- To provide excellent customer service to internal and external customers.
- Ensure regular contact with the customer throughout installation appointment.
- Liaise with both internal and external contacts in a friendly and helpful manner in order to uphold and strengthen the values of EOM and the wider Mid-Wales Housing Group.

Communication, Collaboration & Team working

- Promote close communication with colleagues.
- Assist colleagues to support the delivery of excellent services.
- Work collaboratively with colleagues across the Mid Wales Housing Group to ensure a joined-up approach to service delivery.
- Establish and maintain good relationships with colleagues, suppliers and customers.
- Mentor apprentices, trainees and work placements as and when required.

Planning & Organising

- Manage own time to ensure that personal objectives are achieved.

Administration

- Be responsible for all own personal administration, ensuring data is held and processed in line with GDPR regulations.

- Maintain both manual and computerised record and filing systems in line with internal processes and audit requirements.
- Use the appropriate technology as instructed by management.

Health & Safety

- Take responsibility for own Health & Safety.
- Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner.

Generic

- Take responsibility for own personal development.
- Foster a climate of continuous improvement, participating in service improvement projects as and when required.
- Actively promote the Mid Wales Housing Group's Welsh Language scheme, and be aware of and act in accordance with the requirements of Equality & diversity legislation.
- Be aware of, and act in accordance with, the Group's Confidentiality Policy, and the requirements of the Data Protection Act.
- Promote a positive image of EOM and the wider Mid Wales Housing Group.
- Undertake any other duties commensurate with the level of the post as required by the company.

Signed by member of staff:

Date:

Signed by Line Manager:

Date:

