

Gas Engineer

Level:	GFE
Team:	Mechanical and Electrical
Line Manager:	Gas Team Leader
Responsible for:	Apprentices/Trainees where applicable

About the Job

- Carry out the service, repair and maintenance of domestic gas appliances and central heating systems in occupied and void properties.
- Install domestic gas appliances and heating systems on all types of company owned dwellings / properties, also where Vico Homes have secured external contracts and other schemes of work.
- Promote the service in a manner consistent with the customer charter, ensuring a high standard of customer care is achieved at all times.
- Ensure that a high level of performance is achieved, in line with agreed targets and timescales.
- Carry out any other appropriate task as instructed by supervisor / management.

You'll be trusted to

- Carry out work in accordance with Industry Standards, Gas Industry Unsafe Procedures, Gas Safety (Installation and Use) Regulations, Company Specification, and Manufacturers instructions.
- Work flexibly across the Technical Services operational area, providing support with the full range of gas service, repair, maintenance and installation projects as required.
- Be fully conversant with Health and Safety legislation and the affect of this legislation with regard to the work that is to be carried out.
- Be able to work on own initiative with limited supervision while ensuring that all works once completed, are to be to the Industry Standards, Company Specification and Manufacturer's Instructions.
- Achieve departmental targets including high levels of customer satisfaction, productivity, first time fix, access rates and minimal revisits/recalls.
- Build and maintain excellent working relationships with colleagues, customers and managers to ensure the effectiveness of the service.
- Make suggestions for efficiency savings and service improvements to Team Leader and actively participate in Team Briefings.
- Carry out efficient and effective fault diagnosis and repairs on heating systems and gas appliances.
- Service Gas Appliances as per Manufacturer Instructions and complete valid Landlord Gas Safety Records in line with Industry and Company standards.

- Install and Commission domestic Gas Appliances as per Manufacturer Instructions and Company standards.
- Undertake all work in line with Health and Safety Policy statements and safe working practices.
- Manage, control and be responsible for a stock of materials held within a van supplied by WDH.
- Use IT systems accurately including job records, stores requisitions and time sheets as required.
- Ensure the safe handling and storage of all plant and equipment, including daily checks for roadworthiness on vehicles for which you are responsible. and
- Liaise with tenants and premise managers concerning the timing and progress of work to be undertaken.
- Any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

Who you'll work with:

Internal: Managers and Team Leaders

External: Customers and members of the public

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
ACS- CCN1- CENWAT-CKR1- HTR1- CPA1	✓		AF / CQ
A qualification at Level 3 of the Qualifications and Credit framework for example, NVQ Level 3 in Natural Gas Installation or EUSGU-010 or equivalent.	✓		AF / CQ
Cost conscious and delivers a value for money service.	✓		AF / I
Excellent time keeping skills.	✓		AF / I
Ability to work with a minimum of supervision, be organised in managing own workload and self-motivated.	✓		AF / I
Excellent levels of productivity amongst trade group.	✓		AF / I
Experience of Installation, commissioning, servicing, maintenance, fault diagnosis and repair of domestic Gas appliances/installations.	✓		AF / I
A wide range of knowledge with regards to working in full compliance with the Gas Safety (installation and use) Regulations 1998 and the Gas Industry's Unsafe Situations Procedure.	✓		AF / I
Able to demonstrate a customer focused attitude and experience of working in a customer facing environment.	✓		AF / I
Able to communicate with the public and clients in a polite and pleasant manner.	✓		AF / I
Proven track record in excellent customer care.	✓		AF / I
Able to liaise with work colleagues and other trades.	✓		AF / I
Current, valid UK Driving licence with the ability to travel throughout the district and to other locations as required by the business.	✓		AF / CQ
The ability to deliver a quality service and work flexibly in terms of hours of work and work content; to suit the business and customer needs.	✓		AF / I
A renewable energy qualification.		✓	AF / CQ
Commercial ACS -CIGA1-CoDNC01-CORT1-ICPN1-TPCP1A		✓	AF / CQ
NVQ or equivalent in Heating and Ventilation, and a Knowledge of District Heating systems.		✓	AF / CQ
Valid CSCS Card.		✓	AF / CQ
Unvented Hot Water Systems Qualification.		✓	AF / CQ

Appreciation of programming and timescales regarding other trades.		✓	AF / I
Understanding the requirements of specifications and drawings.		✓	AF / I
Interpretation and effective use of regulations.		✓	AF / I
Recognition of heat requirements, such as size of radiators.		✓	AF / I
Implementation of manufacturers' instructions and manuals. Commissioning of systems to required standard. Programming of works. Completion of reports (gas records).		✓	AF / I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification