



Job Description

Job Title: Gas Service & Heating Engineer	Job No: A0141
Division: City Development & Neighbourhoods	Service: Housing
Team/Section: Housing Repairs	Responsible to: Team Leader (Gas)

Overall Purpose of Role:	
'To carry out quality, customer focused repairs, gas service and heating system maintenance and repair work to Leicester City Council properties and other buildings.'	
Key Job Activities:	% of Role
Undertakes domestic landlord gas safety checks and full servicing and repair works to the required industry and regulatory standards	30%
Undertakes heating & hot water repair duties to the agreed quality and performance standards	20%
Checks the operation and maintains electronic smoke detection equipment	5%
Liaises with service customers before, during and after repair & refurbishment work, to ensure the least possible inconvenience, including agreeing suitable appointments	5%
Undertakes assessments of repairs and maintenance work required and take appropriate action to rectify; aiming to achieve 'right first time' service to all customers	5%
Actively manages the stock of parts and equipment on vehicles to ensure the most efficient completion of work	5%
Works with colleagues and others to resolves or notify of issues arising e.g. regarding outstanding repairs, rechargeable items, breaches of tenancy conditions, safeguarding	5%
Directs and supervises apprentices and other assigned trainees	5%
Cleans and tidies following repairs & refurbishment work	5%
Determines and arranges appropriate and value for money resources required to complete repairs & maintenance and remove any waste	10%
Any other miscellaneous duty where required with the role.	5%
Key Job Outcomes:	
Manages own workload to meet customer service standards, including, but not exclusively, repair priorities and keeping set appointments	
Works as part of a team to provide high quality and efficient repairs service to all customers	
Undertakes all works in accordance with the council's agreed health & safety policies and procedures and current building and industry regulations	
Minimises disruption, mess and dust when working	
Follows, implements and promotes the council's policies and procedures relating to all areas of employment and service delivery	
Work in accordance with manufacturer's installation and servicing instructions, relevant regulations, procedures and codes of practice	
Accurate and timely completion of all paperwork including gas documentation such as Landlord's Safety Records, Warning Notices and RIDDOR reports	
Ensures that any required qualifications remain valid and any necessary training is attended and undertaken within the specified timescales	

Able to recognise and deal with discrimination in its many forms and willing to actively put the council's equality policies into practice
Ensures all work is carried out in the most efficient and effective manner e.g. by adopting new technology and equipment or organising appointments to reduce mileage
If allocated a vehicle or equipment or plant, be responsible and accountable at all times, including adhering to the current vehicle agreement
Ensures accurate and timely completion of all documentation / records requested

Key Contacts	Purpose	Frequency (Daily, Wkly, Mthly, Occasionally).
Tenants & leaseholders and other customers or their representatives when undertaking repairs & maintenance at various properties	Discussing nature of work required / providing advice & guidance / ensuring customers are kept informed of progress.	D
Other craft staff to discuss work	Sharing tips and good practice	W
Team Leaders and technical staff	To seek advice & guidance or to report complex or contentious issues or to have discussions about specifications	D
Stores / suppliers	To arrange equipment and or materials to undertake repairs & maintenance work required	W
Tenancy management staff	To seek advice & guidance, report issues arising from visit to properties or arranging / undertaking joint visits	M
Is this post classified as "politically restricted", because the post holder is required to advise the council and its committees or communicates with the media on behalf of the council?		No
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974?		No

Person Specification

Please use this person specification to understand what Experience, Knowledge, Skills and Qualifications you will be required to demonstrate for this job with us.

Hints and Tips

MEASURED BY APPLICATION FORM

Examples should be provided on your application form of how you meet each individual criterion, this is what the recruiting manager will use to determine whether you have the required experience and qualifications for this role.

Tip - list each criterion in your application form and provide evidence under each heading.

MEASURED BY TEST

You will be required to undertake a test which will require you to demonstrate some or all these skills - this will usually be in the form of a job-related test. For managerial roles, we may ask you to complete online situational judgement tests and an Occupational Personality Profile (OPQ).

Tip - practice online tests on the SHL website.

MEASURED AT INTERVIEW

The panel will ask you to provide examples of your knowledge, skills and experience at interview.

Tip - prepare by gathering examples you can talk through against each of the criteria, by using the STAR method:

Situation

Task

Action

Result

MEASURED FROM APPLICATION FORM

Experience	Essential (E) / Desirable (D)
Experience of carrying out servicing and maintenance on gas appliances	E
Experience of carrying out maintenance and servicing of domestic heating systems	E
Experience of carrying out multi-skilled tasks e.g. minor plumbing, carpentry, wet trade repairs	E
Experience of working in occupied domestic properties and dealing with residents, including vulnerable people	E
Knowledge	Essential (E) / Desirable (D)
Literacy and numeracy sufficient to perform the job tasks including interpreting written instructions and technical drawings	E
Detailed knowledge and relevant experience in a relevant trade	E
Qualified to NVQ Level 3 or equivalent in a relevant trade or equivalent industry experience	E
Practical knowledge of building industry regulations and health & safety	E
Qualification for unvented systems HWSS	D
Full current driving licence	E
Valid CSCS card	D
Knowledge in the use of the appropriate trade tools and methods and how to apply these in a safe way	E

MEASURED BY TEST

Skills	Essential (E) / Desirable (D)
Health & safety training	E
Ability to use ICT systems	E
Ability to trace, diagnose and rectify faults and identify and specify material & equipment requirements on gas appliances	E
Ability to process information in written form including completion of necessary work documentation	E
Experience of carrying out servicing and maintenance on gas appliances and domestic heating systems	E
Literacy and numeracy sufficient to perform the job tasks including interpreting written instructions and technical drawings	E

MEASURED AT INTERVIEW

Knowledge	Essential (E) / Desirable (D)
Literacy and numeracy sufficient to perform the job tasks including interpreting written instructions and technical drawings	E
Detailed knowledge and relevant experience in a relevant trade	E
Practical knowledge of building industry regulations and health & safety	E
Qualification for unvented systems HWSS	D
Full current driving licence	E
Valid CSCS card	D
Knowledge of safe electrical isolation procedures	E
Knowledge in the use of the appropriate trade tools and methods and how to apply these in a safe way	E
Experience	Essential (E) / Desirable (D)
Experience of carrying out servicing and maintenance on gas appliances	E
Experience of carrying out maintenance and servicing of domestic heating systems	E

Skills	Essential (E) / Desirable (D)
High level of communication and listening skills sufficient to deal with customers either face to face or on the telephone	E
Health & safety training	E
Ability to use ICT systems	E
Ability to trace, diagnose and rectify faults and identify and specify material & equipment requirements on gas appliances	E
Ability to process information in written form including completion of necessary work documentation	E
Other Requirements	Essential (E) / Desirable (D)
Able to recognise and deal with discrimination in its many forms and willing to actively put the council's equality policies into practice.	E
Must satisfy relevant pre-employment checks.	E
Must be willing and able to maintain a professional appearance at all times.	E
Must wear an ID badge and uniform and safety equipment as required	E
Willing & able to keep up-to-date with legislation/ guidelines/ new/ best techniques/ technology as they change or study for/ obtain/ train for further skills and qualifications needed for the role.	E
Willing to undertake all aspects of domestic central heating system repair & maintenance	E
Works out of normal working hours when required	E
Actively takes part in the provision of an emergency repairs service during evenings, weekends and bank holidays on a rota basis	E
Willing & able to visit people in their homes and other locations in the city.	E
Willing to carry out work in challenging conditions including dirty conditions	E
Willing to put the council's environmental management policies into practice	E
Willing and able to work at heights as required.	E
Sufficient physical fitness to carry out the requirements of the role (including climbing ladders and lifting heavy objects)	E
Tactful and diplomatic when dealing with demanding or abusive complaints from customers	E
Organised, able to work under pressure and prioritise tasks to meet agreed timescales & targets.	E
Self-motivated.	E
Willing and able to regularly work on your own in peoples' homes or as part of a team	E
Work cooperatively and flexibly with others to achieve the service objectives	E
Committed to making a difference and looks for ways to improve and enhance outcomes for the benefit of customers and the service	E

MEASURED BY DOCUMENTARY EVIDENCE

Certificates / Registrations / Statutory Qualifications or Statuses	Essential (E) / Desirable (D)
Valid ACS qualifications (CCN1, CEN1, HTR1, CKR1, CPA1)	E
Valid ACS certificates DAH1	D

Vision & Values

OUR VISION

Our vision is that we will work with creativity and drive for the benefit of the people that live and work in our city.

OUR VALUES

To achieve this, we have committed to five values: confidence, clarity, respectfulness, fairness and accountability.

If you decide to come to work for us, these values will help you understand your role within the wider organisation, and how the work you do ties in with everyone else's work.

WHAT DOES THIS MEAN?

- | |
|--|
| ✓ Confidence means leading by example and focusing on results. This helps raise the standard of our work, as confidence breeds success. |
| ✓ Clarity means ensuring that communications and messages are easy to understand. This makes working between services easier and ensures that members of the public can understand what we do. |
| ✓ Respectfulness is something we take very seriously. It is important that every employee of the council understands how their behaviour affects others. |
| ✓ It is also important that we work in an atmosphere of Fairness . This means we listen to others' opinions and allow everyone to have their say. |
| ✓ Accountability means that everyone in the Council takes responsibility for their own performance. By doing this, we all improve the quality of our own work and the work of the council as a whole. |

Leicester City Council will operate with creativity and drive for the benefit of Leicester and its people

Be confident | Be clear | Be respectful | Be fair | Be accountable