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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Gas/Heating Engineer | **POST NUMBER:**  |
| **REPORTS TO** (Job Title):  | Gas/Heating Supervisor |
| **DEPARTMENT:** Gas/Heating Section | GRADE: 7 |
| **JE REF:** | 3310 | PANEL DATE: | 28/01/2020 |
| **1.** | **MAIN PURPOSE OF JOB**To service, maintain & undertake fault-diagnosis on gas/renewable technology heating, hot water storage, unvented systems including legionella assessments and their associated heating and electrical controls, renew and upgrade existing central heating systems including boiler referrals.Provide a professional, quality craftsmanship & customer orientated delivery of service to all the Building Department’s internal and external customers. |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | 1 | Undertake, with minimum supervision, routine maintenance on gas/renewable technology heating, hot water storage, unvented systems including legionella assessments and their associated heating and electrical controls and repair work on domestic gas/heating installations and their associated electrical control systems.  |
|  | 2 | Un-cap gas supplies, inspect & test for safety the installation & appliances in accordance with Gas Safety Regulations & complete all necessary/associated paperwork including Landlord Certification documentation. |
|  | 3 | Compile accurate and concise written reports on work undertaken, the condition of gas equipment/ hot and cold water systems & advise on remedial work required to meet client needs/contractual responsibilities. |
|  | 4 | Able to work on a wide range of heating appliances, their associated electrical controls, and flue systems in undertaking servicing & fault-diagnostic work.  |
|  | 5 | Able to undertake new appliance installation work, and or existing heating system pipework re-configuration work as required including making-good brickwork/patching-up etc.Service and maintenance of renewable energy, air/ground source, heat pumps and solar panels. |
|  | 6 | Carry out heating power-flushing/system cleansing work & as necessary to rectify poor system or appliance performance. |
|  | 7 | Be able to comply with the current Customer Service Standards applicable to this role. |
|  | 8 | Able to monitor the post holder’s own customer care skills and the need to review if necessary |
|  | 9 | Ensure that all worksheets, i.e. Timesheet, Job documentation, etc., and other paperwork are submitted correctly and on time. |
|  | 10 | Assist with the training and day to day supervision of any apprentice employed including safe & proper guidance of procedures and working practices. |
|  | 11 | Undertake accurate assessment of jobs, requisition of materials, taking all necessary measurements/information, picking up materials, van stock control and all associated with the aforementioned works including safe disposal of all waste materials. |
|  | 12 | Undertake work in a safe manner, & maintain continual awareness/vigilance regarding building fabric and construction methods in relationship to Asbestos Awareness, Fire-stop’s/ barriers, pipework/electrical cables etc in relation to British Standards & Building Regulations. |
|  | 13  | Provide guidance, advice and liaise with contractors, clients, customers and colleagues/staff using skills knowledge of gas legislation and manufactures literature as & when required.  |
|  | 14 | Undertake additional training & assessment as appropriate to ensure the necessary skills, competencies and qualifications are maintained in order to effectively carry out the duties of the post. |
|  | 15 | Maintain safe working practices to ensure that all work is completed in accordance with Health & Safety Legislation, Gas Safety Regulations, British Standards, Manufacturer’s Instructions, & other applicable Codes of Practice including ACOP L8 (Legionella Awareness) |
|  | 16 | Able to undertake work at heights, off ladders, scaffolding and elevated platforms (cherry pickers) etc. |
|  | 17 | Plan/organise work/route effectively to ensure that appointment deadlines are achieved as far as practicable.  |
|  | 18 | Comply with City of York Council Health & Safety Policy, including following guidelines within Risk Assessments & Safe working practices. |
|  | 19 | Use, replenish & maintain van-stock effectively to ensure first-time-fix completion ratio wherever possible. |
|  | 20 | Operate safely & effectively all electrical test equipment such as the flue gas analyser, electrical fluke test meter, and all other power-tools.  |
|  | 21 | Operate safely & effectively all I.T / data-transfer equipment such as mobile phone, lap-top/hand-held device. |
|  | 22 | In the process of undertaking work, clarify customer requirements and ensure that they are kept informed while work is in progress and on completion. |
|  | 23 | Through time the jobholder will adopt and apply improved and new working practices for a range of products and latest technology in order to improve effectiveness & reduce cost. |
|  | 24 | Able to interpret manufacturer technical information/values & make informed decisions relating to an effective repair.  |
|  | 25 | Work on your own initiative and organise workload levels or work within a team discipline to identify Health & Safety strengths and areas for improvement and communicate these to your Supervisor for inclusion into the Management process. |
|  | 26 | Assess with the aid of your Supervisor, training and personal development aspects that need to be allocated to provide continuous improvement to a ‘Best Value’ service. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting -  |
| Direct: 3 (Occasional supervision of apprentices)  | Indirect: 0 |
| **4.** | **CREATIVITY & INNOVATION**To be able to recognise training requirements specific to the post or for future advancementTo assist towards the formulation of a training plan and assist towards the unit’s skills base (other skills that you may have that are not directly related to your post).The post holder is involved in the process of identifying new ways of improving the service provided to customers, this is done as part of a group led by management.The post holder must be able to demonstrate problem-solving techniques & able to suggest/develop appropriate recommendations. |
| **5.** | **CONTACTS & RELATIONSHIPS**Dealing with routine issues with both staff and customers who may have physical and mental health disabilities while carrying out daily duties. This requires tact and sensitivity to avoid confrontation on a daily basis.Some of the contact can be confrontational when assessing and negotiating with customers regarding repairs to their equipment. The post-holder must be customer-focused/orientated & able to use tact & diplomacy in handling such situations.Decisions may need to be taken which may have an effect on the service, the customer and staff. For example, taking the necessary actions within the ‘Unsafe Situations Procedure’ – such situations need to be handled tactfully & sensitively with the customer.Onsite liaison & Meetings with Heads of Establishments, site Managers, Caretakers, Designers and Technical representatives. Typically, this may include liaising with Boiler Manufacturers representatives within customer’s premises in resolving a problematic appliance/system. Liaison with Utility Companies, Public Utilities, other contractors, sub-contractors, material suppliers and Technical Help-lines, for example, liaising with Boiler manufacturers in reporting appliance in-warranty failures, Northern Gas Network re: gas escape/unsafe situations. |
| **6.** | **DECISIONS – discretion & consequences****Discretion**Day to day decisions could influence future service delivery, for example, ensuring the meeting of agreed/pre-planned customer appointments to ensure delivery of service within agreed timescales.Responsible for the completion of all concise written paper work including landlord certification, safety decisions all on a daily basis.Able to interpret manufacturer technical information/values & make informed decisions relating to an effective repair.Onsite decision making and solutions, such as identifying the requirement for a spare part, raising the order, & making arrangements to revisit & complete the job within agreed timescales. Safe use of system chemicals including inhibitors & cleansing acids.Able to use skills, experience and knowledge to carry out service and repairs on unvented systems.The post holder will need to organise & prioritise work in order to ensure appointments are achieved in order to satisfy customer requirements & satisfactory delivery of service. Effectively communicate to customers the safe & correct operation of gas appliances and the importance of regular servicing.The post holder will carry the responsibility of making judgements on the safety or otherwise of gas appliances & their associated control systems. This will occasionally result in the need to isolate such systems from the gas and/or electricity supply as per the Gas Safety Unsafe Situations Procedure in order to safeguard life and/or property. The job holder may need to seek the guidance of their Supervisor in such situations. ConsequencesPotential short-term impact on service delivery and operational reputation.Decisions will have an impact on the service delivered to customers.Everyday decision making will be of a safety-critical nature, ie making judgements on the safety of gas burning appliances, unvented hot water systems, and/or associated installation pipework in order to prevent the potential of gas build up, potential for explosion, or carbon monoxide poisoning through unsafe appliance combustion.  |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* DescriptionTools and EquipmentVan stock materialsVehicleTest Equipment/onsite laptops/softwareAnalyser EquipmentMobile technology equipmentCherry pickers ,specialist access equipment (occasional use) Harnesses and lanyards | Value£ 500£ 7000£ 17000£ 1500£ 500£ 300£ 20000£ 200 |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work DemandsThe job is subject to undertaking routine servicing work, and reacting to emergency works at Local Authority properties. The job is subject to meeting appointments made by others.Although some of the work is planned, quite a lot of the work is done on a reactive basis, such as ‘Servicing Door Knocking’ and the post holder has to organise their work in order to meet the demands put on them, arrange re-book appointments as necessary, and make arrangements via their Supervisor if these cannot be met.Participate in the Gas/Heating Breakdown Call-out/standby rota for evenings, weekends and Bank holidays if and when required. Must have a flexible approach to working hours, and at the request of the Supervisor, work out-of-normal-hours to assist with completion of gas servicing/breakdown work, for example, during periods of excessively high workload.Physical demandsThe work is of a physical nature and the post holder is expected to climb ladders, work at height, and work under floors and spend most of the day standing, kneeling, walking and occasionally lifting. The works are carried out by qualified trade’s person and requires a high level of concentration.Working conditionsThe post holder is required to work in various conditions such as dirty or empty properties which may have no heating and on occasion, no natural light. On occasions, some of the conditions can be cramped / confined spaces when accessing boilers/components fitted in airing cupboards etc. The post holder is also required to work outside in all weather conditions including working at height on a regular basis, for example, undertaking work on flues/terminals, routing of condensate pipe-work, unvented systems carrying out pressure-relief pipework etc. The post holder must be able to remove/replace floor-boards as necessary in order to gain access to gas/water pipework. Also able to undertake simple finishing-off/making-good of brickwork or plastering around pipes/flues, occasional use of abrasive wheel as & when required.Work contextThe post holder spends the majority of their time working on their own in occupied properties where they may occasionally be at risk of both physical abuse and aggressive behaviours from the occupants.Work must be carried out within the procedures set out in the Safety Method Statements and the post holder must work within the ‘Duty of Care’ of employees to all Health & Safety legislation appropriate to the post and towards colleagues, customers and the general public. For example exercising due care when working at height/roof work when carrying out work on flues, & working safely on appliances/components where the nominal voltage exceeds the standard 230v. Ensure that all accidents and near misses are reported when they happen & Personal Protective Equipment is used as necessary. Ensure employees compliance within the Health & Safety at Work Act 1974.Able to work at heights when required and recognise and use any necessary safety equipment. |
| **9.** | **KNOWLEDGE & SKILLS**Apprentice trained Gas/Heating engineer, or alternatively, is able to demonstrate satisfying the requirements of alternative industry-approved training/assessment, & is able to demonstrate experience of working to relevant Industry Work Standards/Regulations.Education and Training to NVQ level 3 in Plumbing/Heating or equivalentACS / Gas-safe Registration or CertificationEnergy Efficiency Training / CertificationA working understanding of both Part “L” and Part “P” of the Building Regulations.Knowledge of ACOPS L8 (Legionella)Knowledge of Safe/Positive Electrical Isolation Procedures. Undertaken Asbestos awareness training.Knowledge of Health & Safety Procedures in relation to gas & electrical work & pipework installations within the general Building IndustryAbility to work at heights & suitably trained in use of access equipment, incl. ‘Cherry Picker’ & Fall Arrest equipment.Full Driving Licence relevant to the vehicles used and weight restrictionsWorking knowledge of “Electricity at Work Regulations 1985”The ability to complete and submit accurate worksheets, documents and associated paperwork on time and when necessaryThe ability and experience to carry out site-based Risk Assessments and awareness of safe systems of workUndertaken COSHH assessment training. |
| **10.** | **Position of Job in Organisation Structure**

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| Job Reports to:Heating Supervisor |

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| THIS JOB |  | Other trade jobs at similar level:Electricians, Joiners, Plumbers, Bricklayers, Plasterers, Roofers. |

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| Jobs reporting up to this one:Apprentice Heating Engineer/Trainee’s/Improvers. |

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