



Builds
Repairs
Maintains

Role Profile

Role: Gas Engineer
Responsible To: Team Manager
Responsible for: Apprentice / Trainees
Location: Stonebridge Park

Role Purpose and Specific Responsibilities

1. To carry out all types of installation and commissioning of gas appliances in accordance with industry standards & manufacturers recommendations, including new installations, maintenance and remedial works in order to complete projects to the customer or client satisfaction as directed by your line manager or other nominated designate.
2. Undertake associated duties or tasks that complement the core trade such as Brickwork, Electrical and Joinery in order to contribute to HMS's 'one job one visit' objective.
3. Plan and organise work in an economical and effective manner, making the best use of your available time, plant, transport and materials in accordance with specified company priority response times.
4. To operate within a scheduled appointment systems including liaison with customers and other team members in order to effectively undertake the works.
5. Undertake the supervision and training of apprentices, trainees or other employees as assigned to effective standards and specifications.
6. To undertake diagnostic and pre-measuring work in order to ascertain the nature of any repair and facilitate its completion.
7. Use any communication or IT equipment to facilitate the job role, e.g. receiving instructions, completing works orders, general communications and ordering materials.
8. To make necessary decisions regards repair requirements with regards contractual guidelines and inform customers, with reasons, when it is not possible to complete a repair and make mutually agreed arrangements to complete the repair, referral for clarification or escalation.
9. To correctly complete all documentation and provide / input all information associated with the role and duties undertaken.
10. Contribute to the company's development and competency programme.
11. To drive company vehicles in a careful and professional manner in accordance with all company procedures.
12. Maintain and operate an agreed range of stock and equipment within the vehicle provided.
13. Use all necessary tools plant and equipment associated with the post and duties undertaken.
14. Manage materials as effectively as possible with regards to minimising waste, choice of specification and logistics.
15. Undertake individual or corporate training and development in association with your role and duties.
16. Ensure the observance of all statutory and local safety precautions and report immediately any accidents or breaches of safety procedures.



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17. Liaise as required with Customer Services Officers, other HMS divisions or contractors to ensure the work is properly coordinated and the necessary works are fully completed.
18. Ensure the compliance of all minimum standards of work, customer care requirements and key performance measures in undertaking the role.
19. Carry out other appropriate duties as required which your line manager may from time to time determine.
20. Where required work as part of a rota to work out of normal hours in order to provide a seamless repairs and maintenance service to customers.

Corporate Responsibilities

1. Have knowledge of HMS's Corporate Objectives and promote its values and focuses at all times.
2. Comply at all times with all HMS policies and relevant legislation including Data Protection, Equality & Diversity, and Expenses and ensure compliance by all team members.
3. Communicate openly and positively with customers.
4. To understand the importance of equality and diversity within HMS, both as an employer and a service provider.
5. Comply at all times with all HMS policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Expenses.
6. Support the delivery of efficient, value for money services and aim to exceed the expectations of clients and customers.

Continuous Improvement

1. Support the continuous improvement of quality management practices and systems

Signature of Post Holder:

Date:

Signature of Manager:

Date:



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Person Specification

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	Essential	Desirable	Method of Assessment (see list below)
Education and Qualifications			
City & Guilds Craft qualification in Heating or Gas repairs	✓		AF, CQ
NVQ Level 3 or equivalent	✓		AF, CQ
Energy Efficiency	✓		AF, CQ, I
ACS elements CCN1, CPA1, CEN1, HTR1, WAT1, CKR1, DAH1, MET1	✓		AF, CQ
Unvented		✓	AF, CQ
CSCS card at appropriate level	✓		AF, CQ
Experience, Skills & Knowledge			
Knowledge of the social aims and values of this organisation		✓	I
Experience of building maintenance works	✓		AF, I
Good customer care skills	✓		I
Good communication skills which enable the post holder to communicate effectively both within and outside the organisation		✓	I, R
Ability to work on own initiative and motivate self	✓		I, R
Willing to be proactive in the continuous improvement of a quality service	✓		I
Competencies			
Possess a customer focused approach	✓		I
Able to demonstrate initiative when dealing with situations and completing tasks.	✓		I



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Person Specification

	Essential	Desirable	Method of Assessment (see list below)
Have a flexible approach to work and willing to undertake a wide variety of duties as they arise.	✓		I, R
Ability to work alone with minimum supervision	✓		I, R
Commitment to equality and diversity	✓		I
Other			
Full UK or EU driving license	✓		AF, CQ, I

Key

AF – Application Form

CQ – Certificate of Qualification

R – References

I – Interview (may include presentation or occupational test where appropriate)