**Job profile**

**Heating Engineer**

**Grade G**

**Group:** Corporate Resources

**Service:** Trading & Commercialisation

**Location:** Shearlegs Road Depot

**Line Manager:** Assistant Manager

**Car User Status:** None

**Job Purpose**

The heating engineer will be responsible for installing, repairing and maintaining installations. This will be in Gateshead Council building stock as well as buildings belonging to third parties.

**The key roles of this post will include:**

1. Installation of domestic/commercial, heating/plumbing systems and appliances.
2. Carrying out repairs by (fault finding) to domestic & commercial mechanical/plumbing systems and appliances.
3. Carrying out repairs to hot and cold water systems, sanitary ware and drainage systems both domestic and commercial.
4. Liaise with tenants/clients with regard to programmes and progress of work.
5. Customer care focused/orientated and dedicated to the provision of an exceptionally high quality service.
6. To ensure compliance with appropriate specifications and drawings, including inspection, testing and commissioning.
7. To engage pro-actively in training provided to develop trade specific and more general skills, knowledge and capabilities.
8. To be pro-active in all aspects of site safety to comply with current legislation, including the CDM Regs and promote a culture of good health & safety practice within the working environment.
9. Such other responsibilities allocated appropriate to the grade of the post.

**Knowledge & Qualifications**

**Essential:**

Knowledge/Experience of:

* Maintenance and servicing regimes
* Working on domestic / commercial boiler replacements and servicing
* Working on domestic / commercial gas installations
* Relevant legislation e.g. COSHH
* Good verbal and written communication skills
* Knowledge in the use and maintenance of plant and machinery relevant to the trade.
* Experience of carrying out relevant installations, repairs and servicing in occupied and empty properties.

Qualifications

* Time served / NVQ or equivalent gas and gas & heating engineer qualification
* Non domestic ACS gas qualification elements COCN1,CDGA1,CIGA1
* Current CSCS Card
* Full (Category B) UK driving licence

**Desirable:**

Knowledge/Experience of:

* Local Government policies and procedures
* Wider Health and Safety regulations
* LPG systems and gas bottle safety
* Mobile work systems

Qualifications

* Water Regulations Training
* Welding Certificates
* Unvented training (Building RegulationsG3)
* Non domestic ACS gas qualification elements, CORT1, ICAE 1LS, ICPN, TPCP1A, EFJLP1
* Domestic ACS gas qualification elements CCN1, CENWAT, CKR1, CPA1, HTR1, DAH1
* LPG qualification CCLP1

**Competencies**

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| **Customer Focus**  | Puts the customer first and provides excellent service to both internal and external customers |
| **Communication** | Uses appropriate methods to express information in a clear and concise way to make sure people understand |
| **Team Working** | Works with others to achieve results and develop good working relationships |
| **Making things happen** | Takes responsibility for personal organisation and achieving results |
| **Flexibility** | Adapts to change and works effectively in a variety of situations |
| **Learning and Development** | Actively improves by developing and applying new skills and knowledge and learns from past experiences |