

	<b>Job Description</b> <b>Plumbing &amp; Heating Engineer</b>	
	Document Owner: Head of Group HR Services	Document No: CCH-JD-PAPHE

Version No	Revision Date	Reason for Revision
002	March 2016	Initial Version

<b>Directorate:</b>  Property & Development	<b>Grade:</b>  BP 24
<b>Division:</b>  Operations (Gas Services)	<b>Job Evaluation Number:</b>  JE0322
<b>Reports To:</b>  Gas Team leader	<b>Responsible For:</b>  N/A

### **Job Purpose:**

To carry out plumbing, heating and gas, installation and maintenance work to any property as indicated by the Company.

### **Main Duties and Key Result Areas:**

- To carry out all servicing, repairs, maintenance and installation tasks related to the plumbing and heating engineer trade function in accordance with Coast & Country Procedures the appropriate British Standards and Building Regulations
- To carry out minor building works associated with the main duties of this post.
- To deliver a service in accordance with the company's procedures, Service Charter & Code of Practice and all relevant legislation and British Standards.
- To carry out all work requested via the company's communication systems, which may include; PDA, tablet devices, telecommunication and IT systems.
- To carry out, if required and appropriate, any repair to a gas, sanitary or heating appliance, plumbing or heating system identified whilst already undertaking work in the property.
- To accurately record all work activity carried out and the materials used.
- To ensure that all documentation is promptly returned upon completion for all jobs to the team leader.
- Responsible for their own compliance to Health & Safety legislation, safe systems of work and for the safety of any other persons who may be affected by the work being carried out.
- You may be expected to undertake the following work depending upon your level of skill, knowledge, experience and competency.

The above is not an exhaustive list of duties. You will be required to undertake any other reasonable duties in line with the purpose and grading of the post.

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### **Dimensions:**

#### **Management Responsibility**

No responsibility

#### **Financial Responsibility**

No responsibility

#### **Physical Responsibility**

Responsibility for company vehicle (s) and tools and/or equipment

### **Environment:**

ALL employees will be expected to:-

- Live the company values being fair, forward-thinking, accountable, customer focussed, open, transparent, proud and passionate, so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences

#### **Managers of other staff will also be required to:-**

- To be responsible and accountable for ensuring compliance with the adopted Code of Conduct and the associated policies and procedures.
- To be responsible and accountable for identifying the risks and implications associated with the requirements of the role and take appropriate action to mitigate potential consequences
- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that staff attend identified training.

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- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Ensure compliance with Health & Safety legislation, policy and procedures; for example, completion of Risk Assessments/ Method Statements and Accident Investigations, ensure the correct number of First Aiders are in the team and promote compliance with mandatory training requirements.
- Effectively manage physical, human and financial resources allocated as your responsibility.

Signed: ..... Date: .....

Print Name: .....



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Attribute	Detail	Criteria		How Identified				
		Essential	Desirable	Application Form	Interview	References	Test	Score
<b>Skills/Abilities</b>	Proven competency to be able to undertake the installation and maintenance of hot and cold water systems, sanitary appliances above ground drainage and rainwater systems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proven competency to be able to undertake the fault finding and rectification of gas and heating appliances, and heating systems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proven competency to be able to undertake gas safety checks and the servicing of gas and heating appliances.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	To be able to undertake boiler replacement and heating system installation work.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	To be able to undertake associated minor builders work.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	To be competent with the use of information technology i.e. PDA or tablet device.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	To be able to work unsupervised and on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	To be an effective communicator with a professional and customer orientated approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Knowledge</b>	Good knowledge of relevant plumbing, heating and gas legislation and British Standards.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	In depth knowledge of repairs, servicing and maintenance of buildings in relation to gas, electric, plumbing and heating works.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	In depth knowledge on the different types of gas boilers and heating systems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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	In depth knowledge of domestic hot and cold water and systems of sanitation, soil, waste and rainwater.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Experience	Proven experience working in occupied properties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proven experience working in new build properties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proven experience working with customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proven experience carrying out gas safety checks and the servicing of heating appliances.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proven experience carrying out repairs and maintenance of gas and heating appliances and heating systems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proven experience carrying out repairs and maintenance of hot and cold water system and sanitary appliances.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proven experience installing 'one day' heating systems.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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Qualifications	NVQ 3 level in Plumbing or equivalent City and Guilds Advance Craft in Plumbing or qualified by experience.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Gas ACS Competencies – CCN1, CPA1, MET1, MET2, CENWAT, CKR 1, HTR 1,	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Gas ACS Competencies – DAH1, CMDDA1, CONGLP1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Energy Efficiency (L1)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Unvented domestic hot water (G3)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Renewable Energy Accreditation; Solar Thermal, ASHP, GSHP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Commercial ACS Gas Qualifications	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Solid Fuel HETAS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Water Regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Driving license or the ability to use a company vehicle for work purposes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Personal Attributes/ Circumstances	Flexible and open to change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Effective team worker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proactive and committed to continuous improvement in service delivery.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Committed to personal & professional development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Committed to Inclusion, Equality & Diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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	Aligned to the aims and values of the company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	