

JOB DESCRIPTION

Post Title: Gas Installation Heating Engineer (one day install)	Director/Service/Sector Property and Capital Programming		Office Use
Band: 5	Workplace: Homes for Northumberland, Capital Delivery		JE ref: HRMS ref:
Responsible to: Team Leader (Heating Installation Engineer)	Date: 17/10/2019	Manager Level: N/A	
Job Purpose: To undertake installation of gas appliances and full central heating systems in the Council's housing stock to a high quality in accordance with any predetermined specification, time-scale or appointment.			
Resources	Staff	Some supervision in terms of quality control and inspections/audits	
	Finance	N/A	
	Physical	Equipment, tools and van	
	Clients	Tenants	
Duties and key result areas: <ul style="list-style-type: none"> ● Undertake gas installations to the highest standard in accordance with work requests and predetermined specifications. This will include:- the removal of existing fittings, installation of new fittings and fixtures and testing for a variety of fittings and fixtures, such as condensing boilers, combi boilers, back boilers, gas fires, electronic heating and hot water controls, radiators and flues. ● To be responsible for the system design which includes taking decisions on equipment location, undertaking heat loss calculations, sizing of paperwork, heat emitters and boiler, plus domestic hot water (including unvented systems) and waste condensate. ● To be responsible for the Customer Interface process during the installation period which includes liaison with the customer on access and when to do specific tasks in various rooms for the period of time in the customer's property. ● To be responsible for all commissioning work for each individual installation which includes balancing the new system, establishing the heat Curve setting for the new system, system water sampling and sending to the manufacturers for certification and warranty. ● To complete a Landlord Gas Safety Certificate upon the completion installation. ● To bring to the attention of the team leader any problems that have been identified with regard to the supply of gas, including gas pressure, tampering with the gas supply and meter installation in order that the matter can be brought to the attention of TRANSCO. Provide written reports on any findings and provide a statement where requested to TRANSCO or the police. ● To have a sound working knowledge of all elements of building construction, components, building trades and applicable building regulations. ● To be competent and trained in the latest ACS regulations and be registered with Gas Safe and comply with all legislative and codes of practice in respect of gas servicing, installation and safety. The post-holder must undertake regular update training and achieve competence levels in order to retain certification. ● To have a sound knowledge of the latest IEE regulations applying to electrical installations and any requirements of the NICEIC. The post-holder must undertake regular update training and achieve competence levels in order to retain certification. ● To ensure that any inspection and test equipment is working correctly and that re-calibration is arranged at regular intervals in accordance with the manufacturers' instructions. ● To have a sound working knowledge of health and safety legislation and safe working practices and ensure these are adopted when undertaking repair or construction work, including work on rainwater goods, safe use of ladders and other access equipment and hazardous materials. Where required, issuing instructions/advice to tenants to ensure the health and safety of any occupants. ● To ensure that a high level of customer care is adopted when undertaking installation work including: <ul style="list-style-type: none"> - Providing information and advice on any work to be undertaken. - To take any necessary steps to protect tenants furnishings and effects from any accidental damage or dust during work. 			

- To ensure any building rubble or debris is cleared up and removed from site, leaving the site in a clean and tidy condition.
- To advise the tenant where any follow on work is required and to ensure that the manager is advised accordingly so that appropriate arrangements can be made.
- Be productively employed ensuring all work is completed within priority timescales and appointments are kept, ensuring that works orders are handed in the same day and completed accurately and fully.
- To have a sound knowledge of relevant sealants, compounds, glues and fixings and to ensure any preparations and applications are undertaken in accordance with the manufacturers' instructions.
- Where appropriate, to complete work via mobile data transfer and vehicle location systems.
- To ensure mobile communications are used effectively including:
 - Pre-arranging appointments with tenants.
 - Ensuring work is completed within specified time-scales.
 - Seeking advice and instructions where required.
 - Arranging for parts and materials (including producing requisitions, works orders and schedules or materials).
 - Arranging for follow on trades to call.
- To ensure that adequate store and materials are available in order to undertake the installation. Employees will be responsible for the maintenance of their imprest stock levels and/or for ensuring that the parts, materials and consumables necessary for the completion of the work is available and delivered to site ready for installation. They will be required to keep such materials in a secure fashion and replenish stock as necessary, keep proper records, itemise stock usage on individual works orders and immediately notify their supervisor of any discrepancy or losses discovered, if they occur.
- To ensure that any measuring is undertaken accurately.
- To complete all claims accurately in accordance with financial regulations and carry out any duties in line with documented procedures and instructions.
- To undertake a visual inspection of any vehicle used by the post-holder to ensure the lights, tyre washers and wipers are in a serviceable condition. Vehicles must be driven with courtesy and care and kept clean and tidy by users.
- To ensure confidentiality is maintained at all times.
- To act as an ambassador for Northumberland County Council at all times, promoting its role and achievements, internally and externally.
- To contribute to the development of related policies, procedures and initiatives.
- Ensure compliance with organisational requirements for Data Protection, risk management, safeguarding, health and safety and other legal and statutory requirements, along with best practice and general duty of care.
- In all aspects of the organisation's work, promote effective communications, excellence in customer service, personal accountability and a focus on continuous improvement.
- Be responsible for the security of Company assets relevant to the post.
- Carry out any other duties that are commensurate with the general level of responsibility of the post.
- The postholder will have a flexible approach to work and will be required to carry out evening appointments where the service demands.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Travel to work sites, area offices, throughout the County on a routine basis
Working patterns:	Normal working week Monday to Friday ,
Working conditions:	Site and Office based occasional involvement with service users regarding complaints linked to electrical works undertaken

PERSON SPECIFICATION

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Essential	Desirable	Assess by
Knowledge and Qualifications		
City & Guilds Levels 2 & 3 or equivalent qualification Gas Safe Registered Time Served Gas Analyser qualification Detailed knowledge of the gas installation process A good understanding of local authority housing Good knowledge of the health & safety requirements associated with the trade A broad knowledge of building construction.		(a),(i)
Experience		
Extensive experience of all aspects of installing gas heating systems Experience in a customer facing environment	Experienced in working in social housing sometimes in challenging situations	(a),(i)
Skills and competencies		
Competent in undertaking central heating, plumbing and electrical installation work. Ability to install a central heating system in one day Excellent communication skills Demonstrate sound decision-making and problem solving skills Ability to work on a day to day basis largely without supervision. Customer focused.	Skilled use of Google and Microsoft I.T. applications Committed to undertake any necessary training to maintain competency of the role Committed to continuous professional development Committed to continuing service improvement Good interpersonal skills with the ability to build excellent working relationships	(a),(i)
Physical, mental and emotional demands		
Need to maintain general awareness with on-going periods of enhanced concentration Ability to deal with situations and information which may place significant emotional demands on the post holder There will be periods of high tempo demands requiring the post holder to remain calm and operate effectively under pressure Must be self-motivated Must have an understanding of the diverse needs of the customers Some exposure to families in vulnerable circumstances Considerable exposure to disagreeable and unpleasant conditions in tenants' houses Understanding the diverse needs of customers. Work collaboratively as part of a team		(a),(i)
Other		
Must have a full clean driving license and access to own transport Able to work outside of normal office hours, as required.		

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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits