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| **Job Description** | |
| **Post title** | Heating Engineer |
| **JE Reference No** |  |
| **Grade** | Tradesman rate plus 50% interim operational allowance |
| **Service** | Regeneration and Local Services |
| **Service Area** | Building and Facilities Management |
| **Reporting to** | Mechanical Services Foreman |
| **Location** | Your normal place of work will be Meadowfield, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to an **enhanced disclosure**. |
| **Flexitime** | This post **is not** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

Responsible for the provision of a value for money and quality service ensuring a high levels of

customer satisfaction.

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| **Duties and responsibilities** |

* The installation, repair, maintenance and servicing of mechanical and plumbing

appliances and/or systems to drawing, specification or as instructed including where applicable electrical connections.

* Attend to out of hours emergency call-outs on a rota basis. (Voluntary)
* To work in accordance with the information, instruction and training given and to inform

the Mechanical Services Foreman of any potential safety hazards not adequately

controlled.

* Carry out Site Specific Risk Assessments and undertake works in a safe manner and using agreed methodologies wearing the appropriate PPE.
* Complete timesheets and other relevant documentation including service sheets.
* You may be required from time to time to undertake plumbing/heating works depending on levels of demand and staffing resources in both commercial and domestic premises.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**
* To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.
* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Heating trade apprenticeship up to NVQ Level 3 (or equivalent) | * UK-PHMES registration card (CSCS affiliated) * Gas ACS qualifications CCN1, CPA1, CEN1, HTR1, CCP1, CCCN1\* * Gas Safe Registered |
| Experience | * Previous experience of working in commercial buildings * Previously employed in a commercial repairs and maintenance environment * Relevant heating and plumbing experience | * Experience of using PDA wireless technology/laptops * Experience of working in a domestic environment * Experience of working on gas appliances / systems |
| Skills & Knowledge | * Knowledge of health and safety regulations * Customer care skills * IT skills |  |
| Personal Qualities | * Self motivated * Good team worker * Ability to work on own initiative * Good communication skills |  |
| Special Requirements | * Able to work flexibly and under pressure to ensure deadlines are met * A willingness to undertake further training * Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment |  |