

JOB PROFILE

JOB TITLE: Gas Engineer
REPORTING TO: Technical Team Leader/Supervisor

JOB OVERVIEW

To provide a high quality and cost effective heating system maintenance and repair service to a range of different domestic social housing properties.

Main duties include (although not limited to); servicing, repairs, breakdowns and installations to domestic gas, oil and solid fuel heating systems.

Ensuring customer safety by completing gas servicing in line with gas safe rules and regulations.

ABOUT THE ROLE



**PEOPLE
FOCUSED**



**ALWAYS
ACCOUNTABLE**



**SIMPLY
INNOVATIVE**



**HELPFULLY
SMART**

Our business starts with you, and the work you do has never been more important. By living our principles we're able to deliver better outcomes every day.

PEOPLE FOCUSED

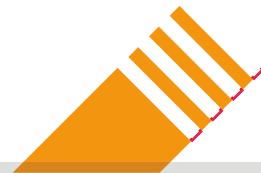
We're people focused which means you'll:

- talk to clients and customers to arrange and carry out the work and put their needs first
- leave homes clean and safe and get tenant signatures when you've finished the job
- work closely with colleagues in your team and build relationships with the wider Liberty team

ALWAYS ACCOUNTABLE

You are trustworthy and can be relied upon to:

- drive and take good care of vehicles
- keep a record of your activities and deliveries
- report faulty appliances, installations or equipment which do not meet safety regulations
- operate machinery and equipment safely and correctly using any safety devices and practices
- handle transport materials safely
- look after tools, materials and equipment so they don't get lost or stolen



- report any asbestos through the right procedure
- work in different environments including in confined spaces or high up where you'll need to use ladders and scaffolding

SIMPLY INNOVATIVE

We're driven by intelligent thinking. To make sure we're ready for the future you'll:

- assess, plan and requests the materials you need to carry out the job
- use measuring equipment to make calculations where you need to
- work from written and verbal instructions, including drawings, diagrams and sketches

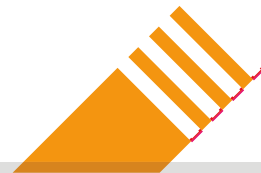
HELPFULLY SMART

You'll play an important part in meeting – and exceeding customer expectations and providing straight forward solutions to make places safe, smart and better for all including:

- Undertake the servicing, repairing and maintenance of gas, oil and solid fuel heating systems.
- Complete works in accordance with specification and gas safe regulations
- Completion of all relevant paperwork
- Ensure customer satisfaction and safety
- Participate in out of hour's works, including overtime, call out etc.
- Work to operational procedures, safe working practices and H&S procedures
- Reporting of all accidents, near miss events or potential hazards
- Undertake all other maintenance works within remit
- Work flexibly with a diverse range of customers
- Follow any other reasonable request from management

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet business and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We are an inclusive and diverse business. To help us achieve our vision of improved lives we all live by four main values: passion, openness, respect and trust. You'll need to familiarise yourself with and work within our equality and diversity and people management policies to help make sure we deliver excellent customer service
- You'll play an important part in making sure we continue to maintain and even exceed customer expectations, performance and compliance standards. At the same time you'll seek best value for money in every part of the job
- We have policies in place to ensure the health, safety and welfare of all staff and those we work with. We monitor and review these policies to help make sure we provide the right level of resources and training. You'll need to understand your responsibilities for services and for each other and maintain quality standards
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential

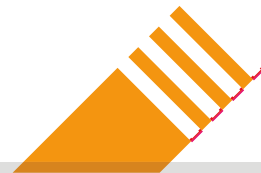


OUR COMMITMENT

We want to make sure you have everything you need. If you are disabled we'll do our best to make sure you have any aids, adaptations or equipment so you can carry out your job.

I've received a copy of this job description and am happy with my responsibilities.

Signature:..... Date:.....



Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	Recognised formal training attaining the relevant craft qualification, NVQ Level 2/3 or equivalent. ACS Qualifications CEN1, HTR1, CKR1, CENWAT Understanding of gas legislation Driving license	QC QC QC QC
Experience, knowledge, skills and qualities	Understanding of Health and Safety and working to best practice Ability to manage own time and workload Experience of working with the public, demonstrating excellent customer service. Flexibility Caring and empathetic Analytical Skills Ability to Manage Change Problem Solving Skills Ability to complete paperwork (including timesheets, servicing paperwork etc.) accurately and to a high standard Approachable Driven by achievement Trustworthy Reliable Honest	T AF/I AF/I AF/I I I AF AF/T I I I I I I