

Job Description

Job title	Apprentice – Heating Engineer
Profession	Property Service
Band	XAPP
Directorate	CCO (Customer)
Accountable to	Gas Technical Manager

Job Purpose:

You will become part of our trade team within the Sovereign Network Group Customer Directorate.

As an apprentice you will be attending college and working on site to develop the skills to become part of our qualified workforce.

You will work alongside our highly skilled mentors who will reinforce your college studies.

Our heating engineers carry out repairs and planned work within our residents' properties and our empty homes.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by Gas Technical Manager, this role will deliver key accountabilities.

Key Accountabilities:

- Support the Sovereign Network Group heating team in all aspects of their work. This will include working in residents' properties, empty homes and communal areas.
- Follow a vocational development plan to gain the skills to become a fully qualified Heating Engineer. This will include servicing and repairs, Installs, cookers and fires.
- Maintain compliance of all mandatory learning.
- Take ownership of your own development needs and action plan with manager how these fits with the business strategy. This will include assessment planning with an external assessor and attending review meetings.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to Sovereign Network Group's corporate objectives.

- Observe and comply with Sovereign's policies and procedures and continually promote equality and inclusion and customer care in compliance with organisational aims and objectives.
- Operate within the existing SNG Code of Conduct promoting a positive image as a local community service provider to ensure all customers receive the best possible effective and efficient service.
- Support your mentors and team to carry out the day-to-day job whilst observing and carrying out tasks as your skills develop.
- Take ownership of your qualification to plan with your manager and mentor to ensure that you are developing the right skills at the right time in line with your qualification.
- Be an ambassador for the SNG Apprenticeship Programme by adopting our values and behaviours and working to be the best that you can.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Qualification:

As part of a recognised apprenticeship, complete the relevant industry recognised apprenticeship standard. For this post this will depend upon your current experience, if you already hold a plumbing qualification, this will be:

Level 3 Gas Engineering Operative (18 months)

<https://www.instituteforapprenticeships.org/apprenticeship-standards/gas-engineering-operative-v1-1>

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0		Claire Richards	May 2023	May 2024
2.0	5001	Rebranding	April 2025	