

Job Description

Job title:	Gas Engineer	Location:	Merseyside
Responsible for:	Gas Servicing and breakdown repairs	Responsible to:	Gas Supervisor

Overview of the role

To provide high quality efficient and effective gas servicing and breakdown repairs to domestic appliances within the Plus Dane Group. To enable the department to meet and exceed targets and deadlines, deliver a high quality, customer focused and cost effective gas service and ensure the highest standards of customer service are delivered at all times

Main responsibilities and accountabilities

- To carry out domestic gas servicing and maintenance on our cyclical programme as directed by the Maintenance Supervisor
- To service and carry out fault finding on open/balanced flue boilers and combination boilers
- To carry out general domestic plumbing, heating installation and maintenance work at Plus Dane properties according to agreed standards.
- To carry out the traditional duties of a tradesperson as requested by the maintenance supervisor, including assisting other trades, handling materials and ensuring all associated documentation is effectively and efficiently completed and accounted for.
- To collect and receive works orders via hard copy or electronically and arrange visits to keep pre-arranged appointments as appropriate.
- To report to the maintenance supervisor any additional items or defects encountered during the course of day to day work
- To ensure all works carried out is in accordance with Health and Safety at Work regulations and codes of practice, including wearing protective clothing as supplied, and attend training as instructed
- To collect necessary goods plant materials and equipment from suppliers when required.
- To ensure all tools, equipment and plant used are kept in good working order and serviced regularly
- To maintain accurate daily records of works carried out either electronically or manually including job tickets and timesheets in accordance with procedures

- To respond to emergencies within the prescribed timescales and work overtime by agreement, including taking part in the call out rota (overtime and call out is on a voluntary basis and as needed)
- Undertake pre-inspections as requested by your line manager
- Ensure safety legislations are met
- Embrace modern ways of working including the use of mobile technology and any future enhancements and or developments of systems as an essential repairs information tool.
- Maintain a professional and cordial relationship with our customers
- Ensure the company vehicle is kept clean and presentable and to carry out weekly van checks
- Work within the requirements of Plus Dane's employment and other corporate policies and procedures
- Understand the aims of Plus Dane and demonstrate a personal passion for making a difference
- Undertake any other similar duties as may be reasonably expected of the post.
- To use initiative to continuously improve current working practices by challenging procedures and systems to ensure they provide the best possible support to the business, avoiding duplication and ensuring the highest standard of customer service is maintained

Key contacts

The post is responsible for actively promoting and representing Plus Dane to a broad range of stakeholders. Key contacts in the post are detailed below.

Key internal contacts are:

- Colleagues
- Schedulers
- Line Managers
- Neighbourhood, Customer Access and supported housing teams.

Key external contacts are:

- Customers and residents
- Contractors
- Members of the public
- Gas safe

Person Specification	
Job title:	Gas Engineer

Area	Requirements
Education	<ul style="list-style-type: none"> • Relevant ACS Gas Qualification • 3 GCSE including Maths and English or equivalent.
Experience & knowledge	<p>Has experience of:</p> <ul style="list-style-type: none"> • Experience of gas servicing to domestic properties including experience of servicing and repairing central heating boilers, fires, including combination boilers and the installing and maintenance of appliances. • Experience covering plumbing repairs and installations <p>Has knowledge of:</p> <ul style="list-style-type: none"> • Knowledge of landlords legal obligations covering gas servicing legislation
Personal qualities	<ul style="list-style-type: none"> • Communicates effectively with others in a variety of situations • Works to exceed customers expectations and takes ownership for solving customers problems promptly • Is constantly seeking to learn and grow and actively seeks opportunities to share knowledge with others and helps others to improve • Is courteous, tactful and diplomatic • Committed to Plus Dane's Values and Behaviours

Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.