

Job Description

Job Title:	Gas Engineer
Directorate	Assets and Property Services
Department:	Property Services- Gas Team
Location:	Rising Sun Industrial Estate, Blaina
Reports to:	Gas Team Manager
Date JD Agreed:	February 2024

Job Purpose

The gas heating and plumbing engineer's role carries out landlord gas safety checks, completes repair and installation work to hot and cold water and central heating systems along with general plumbing work within a range of occupied and void properties including communal areas, and commercial properties. The engineer will undertake all aspects of general maintenance and servicing of the systems along with a range of ancillary works associated with the trade activity.

This is an important customer facing role, working with customers to ensure their homes are maintained in a timely way, keeping them informed and completing repairs right first time to help reduce costs and meet our service first principles.

Values

Our Values that support our Vision, Mission, and Aims are **CALON**. These values are vital to supporting our work as an organisation and are encouraged as our culture and way of working.

C – Creativity: we want people to think differently, challenge processes where they can see improvement, and take risks.

A – Authentic: we want people to be themselves and be open, honest, and trustworthy, and act with integrity.

L – Learning: we want people to understand the importance of learning as an ongoing approach to success in their roles.

O – Ownership: we want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.

N – “Not on your own”: we are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

Core Responsibilities & Accountabilities

- Ensuring that all gas works are completed in adherence with current gas regulations, manufactures instructions and Tai Calon policies and procedures.
- Ensuring that all works are undertaken in a considerate manner and to a satisfactory standard in terms of performance and quality. These include:
 - Installation - all aspects of install work from small pipe works repairs to installation of new boilers and heating systems.
 - Completing Annual Landlords Gas Safety Checks
 - Fault finding and other associated boiler repairs.
 - Plumbing works including installation, investigation, problem solving and fault finding.
 - Identifying, measuring, specifying and ordering materials required to complete the work.
 - Identifying the best course of action when a repair cannot be completed and making decisions for next steps.
 - Liaison with colleagues about next steps.
 - On occasion to train and mentor Apprentices / Trainees, allocate and their supervise work, resolving any immediate work problems or disputes.
 - Ancillary works associated with the core trade activity.
- Participate in the out of hours duty rota.

Detailed Tasks

- To carry out gas and plumbing activities within the Tai Calon property portfolio, key tasks include:

- Daily completion of digital Landlords Gas Safety Inspection paperwork, Gas Maintenance Paperwork, time sheets and updating Tai Calons DRS/PDA system with relevant information.
- Working in a customer focused manner within residents' homes and community areas.
- Carrying out dynamic risk assessments for the work to be undertaken including referring to all available risk information, for example asbestos survey data.
- Safe and effective use of tools appropriate to the work undertaken.
- Maintaining a safe and clean working environment.
- Identifying materials and essential plant and equipment, appropriate for completion of repairs and maintenance.
- Responding to changes in work programme and identifying a course of action for priorities and/or emergencies encountered during the working day.
- Interpreting site conditions including weather and excessive moisture levels and to take appropriate action.
- Appropriate use of company equipment to include mobile phones and lone working devices.
- Driving company vehicles in a safe and responsible manner.
- Engaging with the wider Property Services Team and Management—sharing knowledge, reporting additional works required, reporting Health and Safety issues and taking part in meetings with the team and your Line Manager as required.
- Working with other Tai Calon teams and external agencies to deliver customer service across all areas.

Multi Skilling

Multi Skilling is a requirement of the role, the multi skilled gas engineer will be able to carry out trade based activities that do not form part of their core duties.

You will be able to carry out these activities to a NVQ level 2 standards, i.e. to the same standard another core trade would complete them but it is accepted that you may not be quite as efficient in completing these activities that sit outside your own core trade area.

You will not be expected to be able to carry out the full spectrum of works under each core area identified, but you will have the skills to complete work of the nature identified in the indicative list below.

Core areas with examples of the type of task that would be considered multi skilled:

- Carpentry skills, with the ability to carry out tasks like:
 - Removing ducting/boxing in and replacing with new including framing.
 - Removing bath panel and framing and renewing.
 - Gaining access and replacing locks.
 - Installing a key safe.
 - Renewing meter cupboard doors, hinges and locks.
 - Remove and renew floor boards/sheet flooring (including removing and refitting as well as possible any carpet or vinyl, so as not to leave a trip hazard).
 - Remove and renew sink base unit.
- Roofing skills, with the ability to carry out tasks like:
 - Install a flue through a roof.
 - Renewing a lead or flexible slate as required.
 - Renewing a roof tile when working on a roof flue.
- Plasterwork skills, with the ability to carry out tasks like:
 - Remove and replace a small patch (<1sqm) of plasterboard to a ceiling or wall.
 - Remove a collapsed ceiling after water damage.
 - Skim a small patch of wall or ceiling.
 - Make good around a pipe or socket back box.
- Wall and Floor Tiling skills, with the ability to carry out tasks like:
 - Remove and replace a damaged glazed/vinyl wall or floor tile.
 - Remove and replace a small patch of glazed/vinyl wall or floor tiles.
 - Remove and refit/renew vinyl skirting.
- Electrical skills, with the ability to carry out tasks like:
 - Install immersion heater cylinder thermostat.
 - Install heating controls.
 - Install trunking.

- Install smoke, carbon monoxide or similar detectors.
- Glazing skills, with the ability to carry out tasks like:
 - Install a Permanent.
- Plumbing skills, with the ability to carry out tasks like:
 - Remove and replace/renew gutters and downpipes.
 - Remove and replace/renew soil stacks.
 - Remove and replace/renew of sanitary ware.
 - Remove and replace/renew taps and valves.
 - Remove and renew sealants.

(The plumbing associated with the heating works is part of the core role of the Gas Engineer – i.e. radiators, pipework, cylinders and tanks).

Key working Relationships

- Daily contact and liaison with residents to carry out maintenance repairs, positively representing Tai Calon.
- Liaise with colleagues/external suppliers as required to ensure a timely delivery of goods and materials.
- Liaise with colleagues to raise concerns where appropriate to support vulnerable residents.
- Liaise with external suppliers to arrange delivery of materials where possible or 'call and collect' to minimise travel time and contribute to overall VFM.
- Liaise with customers and colleagues to keep them informed of next steps.
- Work collaboratively across all teams to ensure that work is completed and all costs captured meeting time, quality and VFM objectives.
- Actively engage with peers, supervisors, managers and unions and take part in 1-2-1s, tool box talks, team meetings and other organisational groups.

Responsibilities for Resources

- Responsible for the day to day care of your allocated fleet vehicle.
- Responsible for the accounting of any van stock allocated to you.
- Responsible for any tools, plant and personal protective equipment allocated to you, including phone, PDA, fuel and trade purchase card.

Work Environment

- The physical environment requires the employee to work mainly inside and sometimes externally in and around residents homes. This can include working in confined spaces such as cupboards and lofts and in hot/cold, wet/humid and dry conditions dependant on the season or nature of the property.
- Working at heights on steps, ladders, platforms and scaffolding is required from time to time to complete work.
- Lone working in empty homes and in occupied homes with the customer present is commonplace where an awareness of children, pets or vulnerable adults is needed to ensure a safe working area is maintained for staff and customers alike.
- The environment can contain hazardous elements such as asbestos, needles, pest and other health and safety matters to be aware of, consequently work needs to be approached following procedure and training.
- Driving between jobs, suppliers and offices forms part of the role and requires drivers to follow the highway rules and laws as well as Tai Calon's driving at work policy.
- Working with gas is a responsible role where failure to adhere to regulations or follow processes and procedures can have severe consequences so an attention to detail is essential.

Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy.
- Apply the principles of Service 1st to their work at all times.
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may

be requested provided the general character of the duties or level of responsibility does not change.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Gas Engineer	Application Form	Interview	Practical
		1. QUALIFICATIONS			
	✓	Educated to level 3 of the National Qualification Framework for England, Wales and Northern Ireland	✓		
	✓	City and Guilds or equivalent recognised qualification in Plumbing and Heating (Level 3)	✓		
✓		Gas Safe Registration in the following disciplines: <ul style="list-style-type: none"> • CCN 1 (Gas Safety) • CEN 1 or CENWAT (Gas boiler install service and commission) • HTR 1 Gas fires • CPA 1 Gas flue analyser • MET1 Gas Metres • CKR1 Cooker 	✓		
	✓	<ul style="list-style-type: none"> • WAT1 Water Heaters • UDHW Unvented Domestic Hot Water • Energy Efficiency New boiler installs • CMDDA1 Fumes Investigations 			
	✓	City & Guilds Level 1 Multi-skilling accreditation or willingness to work towards	✓		
	✓	Asbestos Awareness Level 1 Certificate/ Skills Level 2 Certificate	✓		
		2. KNOWLEDGE			
✓		Health and safety knowledge with an ability to ensure safe working practices	✓	✓	
✓		Comprehensive knowledge of all aspects of central heating / gas works and plumbing	✓	✓	
	✓	Knowledge of the social housing sector in Wales		✓	

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
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		3. EXPERIENCE			
	✓	Experience of using Microsoft Office including Word, Excel & PowerPoint and the use of handheld devices such as PDAs/Tablets.	✓		✓
✓		Significant experience of working in the gas / central heating industry, carrying out: <ul style="list-style-type: none"> repairs and maintenance on domestic plumbing and heating systems installing boilers and central heating systems building repairs and maintenance in a social housing or local authority environment 	✓		
		4. SKILLS			
✓		Be able to demonstrate excellent written and verbal communication skills.	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships.		✓	
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work.	✓	✓	
✓		Able to problem solve and makes sound judgements of decision when required.		✓	
✓		Negotiates/liases with customers/staff effectively showing a willingness to find a common ground.		✓	
✓		Able to work as part of a team	✓	✓	
✓		Ability to use tools commensurate to the role		✓	✓
✓		Able to use a computer / other technical devices (or a willingness to learn)			✓
	✓	Welsh Language Skills	✓		

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Gas Engineer	Application Form	Interview	Practical
		5. ATTRIBUTES			
✓		Resident and customer focussed and commitment to Service First principles.	✓	✓	
✓		Demonstrates integrity and support for organisational values.	✓	✓	
✓		Committed to ongoing personal development.	✓		
✓		Must be a self-starter, driven and enthusiastic		✓	
✓		Open to change and demonstrate a positive, solution focused attitude.		✓	
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
	✓	Flexible, willingness to work outside of normal working hours	✓		
		6. Other			
✓		Will need to be able to travel as part of the job, in a timely manner	✓		
✓		Requires Disclosure and Barring Service (DBS) check	✓		