

Designation:	Heating Engineer
Grade:	Stroud 5
Hours:	37 hours per week
Location:	Ebley Mill
Job Purpose:	Responsible for undertaking works on Gas Servicing and Installations, servicing and associates works and service contracts.
Responsible to:	Heating Contracts Manager
Responsible for:	No direct supervisory responsibility.

KEY DUTIES

- Competent to carry out heating related activities in tenanted properties.
- Explain the operation of gas installations and system applications to the person
- Carry out heating related activities in tenanted properties
- Problem solving and fault finding diagnosis, remaining focused at all times and ensuring problems are resolved through to completion
- Work at heights from scaffolding, cradle, ladders etc
- Ability to work flexibly and deal constructively with a diverse range of customers handling complaints with empathy.
- Carry out all work instructions allocated in a timely manner, in the order identified and to the required quality standard within the time scale allocated.
- Work in accordance with specifications as per work orders on job sheets or IT system and adhere to priority of job ensuring work status is updated in accordance with procedures.
- Work subject to deadlines involving changing problems, circumstances or demand.

SKILLS AND KNOWLEDGE

- Recognised formal training attaining the relevant craft qualification, i.e City & Guilds, NVQ Level 2/3 or equivalent.
- ACS Qualifications CCN1, CEN1, HTR1, WAT1, CKR1
- High level of literacy and numeracy to enable the various calculations associated with gas works to be completed along with dissemination and relation of manufactures instructions.
- Willingness to commit to professional development, attending training courses to support the enhancement in the role and technology.
- Understanding of gas legislation

- Understanding of administrative processes and systems necessary to fulfil the role
- 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.

Ability to undertake work of a variety of advanced tasks, confined to one function or area of activity, which requires detailed knowledge and skills in a specialist discipline.

COMPLEXITY AND CREATIVITY

- Creativity and innovation are essential to the job but exercised within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

Responsible for the proper use and safekeeping of hand tools, small items if equipment and low cost materials.

- Company issued equipment for the use of a gas engineer
- All appropriate IT devices
- Company fleet vehicle

TRAVEL DESIGNATION

Working in and around Stroud Distict, travel from home to work to home.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.