

Designation:	Heating Engineer
Grade:	STR5
Responsible to:	Heating Contracts Manager
Service Area:	Tenant Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- City and Guilds in Plumbing & Heating or NVQ Level 3
- Equivalent or relevant experience.
- ACS qualifications CCN1, CEN1, HTR1, WAT1,CKR1

EXPERIENCE

- Significant experience of working in social housing, domestic properties or a construction related field.
- Experience and understanding of planned and cyclical maintenance servicing contracts
- Experience of working in tenanted and void properties
- Experience of “Y” planned systems
- Experience of open vented and room sealed appliances
- Experience of undertaking breakdown and repair of heating systems
- Experience of servicing and completing LGSR paperwork

SKILLS & KNOWLEDGE

- Able to repair, replace and service any domestic gas system/appliance with current BSI Codes of Practice, Gas Regulations and Gas Safe guidelines
- Ability to work on own initiative
- Knowledge of legislation and current practice relating to the service and maintenance of heating appliances.
- Able to use Tablets and other mobile devices to complete scheduled tasks.
- Proficient in the use of IT, specifically MS Office packages including Word and Excel

PERSONAL ATTRIBUTES

- Good practical skills with a careful and methodical approach to work.
- Good numeric skills
- Willing to working outside of normal office hours as required to ensure service delivery and continuity is maintained
- Hold a full valid driving licence

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Able to demonstrate relevant competencies set out in the Council’s Competency Framework

DESIRABLE CRITERIA

QUALIFICATIONS

- Part P or essential Electricians
- C&G 6084 Energy Efficiency.
- Unvented Hot Water
- MET1
- Oil, LPG
- Commercial gas

EXPERIENCE

- Experience of “S” plan Systems
- Experience of Y plan System
- Experience of renewable energy

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication depending on your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment, understanding and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.