

Gas Service Engineer

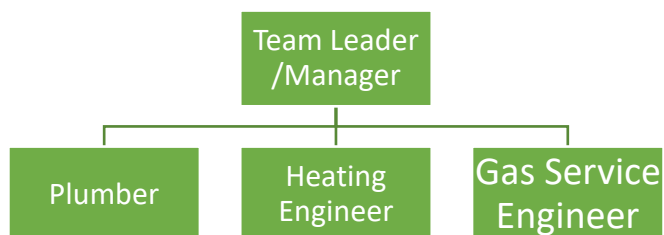
Team - Property Services/Development	Team responsibility - N/a
Manager – Heating Team Leader	Budget responsibility – N/a
Directorate – Customer Experience	Job grade - 4
Location – Mobile	
Stakeholders – Customers, Colleagues, Suppliers and Communities	

Role Purpose:

To carry out routine gas servicing and basic maintenance for properties owned or managed by Broadacres.

To deliver an excellent repairs experience for our customers at all times and to assist in providing our customers with homes of the highest standards.

Organisational Structure



Main responsibilities

Heating and Plumbing installation, repairs and maintenance.

- To carry out servicing and basic maintenance on gas heating systems, and associated controls ensuring that the work is completed to the highest quality and to relevant standards in domestic properties. Checking associated alarms (Smoke, CO etc)
- To carry out repairs to domestic plumbing systems.
- Ensure that all work is completed to a defined quality and to relevant technical standards and that appropriate certification, records and necessary paperwork are completed in an accurate and timely manner.

What does success look like?

Delivering high-quality heating, plumbing and compliance work and to be completed accurately, safely, and on time to technical and manufacturer standards. Success is measured by durable results, compliance with health and safety, and customer satisfaction.

Colleague Collaboration, Customer Focus and Communication

- Work collaboratively with colleagues across the business to ensure customers receive the support they need and a high quality service at first point of contact.
- Build positive relationships with customers, providing clear advice and support.
- Work collaboratively with colleagues to meet KPIs and contribute to service improvement.
- Proactively communicate with line manager any work challenges affecting the completion of work, and provide updates on progress as and when. Timely communicate any key issues.
- To ensure customer experience is at the forefront of all activities carried out within the role, ensuring first time fixes are achieved wherever possible.
- To attend and actively participate in meetings and any training & development activities as required.

What does success look like?

Keep customer experience at the heart of all tasks, aiming for first-time fixes wherever possible to deliver efficient, high-quality service. It also requires clear and proactive communication with customers, colleagues, project coordinators and line managers to ensure smooth coordination and timely completion of work.

Health, Safety and Compliance

- To be responsible for the health, safety and welfare of yourself and anyone who may be affected by your work. In particular, complying with safe systems of work in accordance with the policies and procedures of Broadacres and current legislation and regulations.
- To develop technical skills to enable the use of mobile handheld devices in line with the requirements of the role.
- To ensure appropriate usage of mobile handheld devices enabling accurate data to be captured that facilitate continuous improvements of property services.
- To make effective use of materials and ensure that any unused materials are returned to suppliers as required.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- As required undertake daily/weekly checks of any transportation provided and ensure the vehicle is kept clean and tidy. The vehicle must also be presented for any servicing, maintenance or MOT when required and any defects or damage must be reported to the designated supervisor.
- Carry out legionella testing where required
- To keep up to date with changes in building regulations and codes of practice, to maintain qualifications and knowledge to ensure compliance.

What does success look like?

Be proactive to achieve targets and standards are met while maintaining strong team collaboration with colleagues and line managers. Maintain technical skills for effective use of mobile devices, ensuring accurate data capture to improve services. Ensure efficient use of materials, compliance with data protection and health & safety legislation, and staying updated on regulatory changes.

Active participation in meetings and training, proper care and reporting of vehicle condition, and flexibility to undertake additional duties as needed—all contributing to a reliable, compliant, and continuously improving service.

General

- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- To carry out any other duties consistent with the level of responsibilities of the post as may from time to time be required.
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.

What does success look like?

An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

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Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	- Demonstrable experience working in the housing repair or maintenance sector. - Experience of dealing with the public.	- Experience of working within a Social Housing / Local Authority environment. - Significant experience of working as a Heating/Service Engineer	Application form Interview (may include occupational test where appropriate)
Skills -	- Relationship Building – able to form successful professional relationships with customers and colleagues. - Team player - Works collaboratively with colleagues to deliver great results. - Good interpersonal skills with the ability to establish and maintain positive relationships, and to persuade others to take relevant action. - Is aware of the need to work with a best value for money approach - IT literate and confident in using online technologies to encourage internal and external customers and stakeholders.		Application form Interview (may include occupational test where appropriate)
Knowledge -	Must be able to demonstrate a thorough knowledge of the skills, technology and safety procedures	Knowledge of Renewable energy systems (Air source heat pumps, solar thermal)	Application form Interview

	required to carry out the full range of tasks contained within the job description. • Able to accurately follow/identify maintenance and improvement works, from work instructions and technical drawings and plans • Good knowledge of the Gas Industry (Installation and Use) Regulations 1999 and Gas Safe Technical Bulletins. • Knowledge of domestic plumbing systems	• Awareness of Legionella • Understanding of Low Temperature Heating Design • Knowledge of construction methods. • Able to diagnose maintenance problems and identify solutions.	(may include occupational test where appropriate)
Special Requirements	• Able to demonstrate an understanding of and commitment to Diversity/Equality and tenant participation. • Commitment to working as part of a team to deliver quality housing service • Hold a valid driving licence, have the ability and confidence to drive.	• Willing and able to work outside normal hours.	Application form Interview
Qualifications	• Relevant City & Guilds Basic Craft Certificate, or Completion of a recognised apprenticeship or NVQ Level 3 or it's equivalent. GAS Qualifications • CCN1 • CENWAT • CPA1	OIL • OFT10-105e • OFT10-600a • OFT10-101 Air Source Heat Pump • Award in the Installation and Maintenance of Heat Pump Systems (Non-refrigerant Circuits Level 3)	Application form

	• CKR1 • HTR1	• CONGLP1PD Water Regs • WREG • HWSS	
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Broadacres Values

