

## Job Description and Person Specification

**Job Title:** Gas Service Engineer

**Department:** Gentoo Property Services

**Section:** Maintenance

**Grade:** Support and Technical

**Responsible for:** N/A

**Responsible to:** Gas Managers

**Purpose of the post:** To maintain/repair/install gas appliances/equipment and associated ancillary equipment in a domestic/commercial and industrial environment.

### Principal Accountabilities

- Carry out servicing, repair and installation works to gas appliances and equipment in line with current legislative, Group and Regulatory Body requirements
- Complete certification in an appropriate manner to the requirements of Gentoo and legislative standards
- Liaise with management, customers and tradespersons as required.
- Ensure all works are carried out in accordance with relevant Regulations, Codes of Practice and Specifications.
- Complete minor works, and elements of multi-skilling associated with the job.
- Ensure work is carried out and left in a safe and proper manner.
- Carry out works to the required technical and quality standards.
- Ensure work is carried out in an efficient/cost effective manner.
- Comply with the Gentoo Group's Gas Safety Policy, Gas Safety Procedure and Customer Care Policy.
- Ensure compliance with, relevant legislation, Gas Safety (Installation and Use) Regulations 1998, manufacturers instructions and legislative standards.
- Take responsibility and be accountable for your actions and behaviour.
- Put people at the heart of everything and value the contribution that they can make.
- The Group operate an Emergency Out of Hours Service, which you may be required to work on a rota basis as and when required.

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*The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.*

### Cultural Values

- We care about people
- We take accountability
- We shape the future
- We bring leadership
- We deliver

### Group Responsibilities

The post holder will act as an ambassador for Gentoo Group.

The post holder must at all times comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness and respect. The post holder will be expected to have an understanding of inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

The post holder must at all times comply with the Health and Safety policy and procedures and must draw to their manager's attention any unsafe working practice and conditions.

The post holder will comply with the Information Security policy and must draw to their manager's attention any security breaches.

The Group places great importance on sustainability and environmental management. It is the responsibility of the post holder to ensure that in their day to day activities they embrace sustainability and minimise the Group's impact on the environment by minimising waste and maximise recycling, saving energy, and travelling smarter in accordance with the Environmental Policy and Planet Smart Charter.

<b>Employee Name:</b>	
<b>Employee Signature:</b>	<b>Date:</b>

## Job Description and Person Specification

This Person Specification lists the essential skills, attributes and experience that are necessary in order to successfully carry out the job. **Please illustrate on your application form how you meet the requirements of the post.**

### Skills and Knowledge

- Extensive experience in the servicing/repair and installation of gas appliance, pipework and equipment
- Effective communication and negotiation skills with people at all levels including general public.
- Excellent customer care skills.
- Knowledge and understanding of relevant Health & Safety Regulations.
- Extensive understanding of gas servicing, safety checks and repair procedures to gas appliances and equipment in domestic and commercial properties.
- Ability to work on own initiative or as part of a team.
- Numerical skills.
- Logical approach to fault finding and problem solving.
- Fully experienced in current regulations and codes of practice.
- Familiar with Renewable Technology
- Ability to carry out multi-skilling work deemed necessary for the role

### Attributes

- Able to work independently as well as part of a wider team.

### Experience

- Extensive experience in Gas/Heating/Plumbing appliances/installations in a domestic and commercial environment.
- Fully experienced to carry out service, repair, safety checking and installation of all components and equipment in commercial and domestic properties

### Qualifications and Training

- Served a recognised craft apprenticeship in Gas Fitting/Heating or Plumbing.  
Or  
City & Guilds Advanced Craft certificate in Gas Fitting/Plumbing  
or Heating  
Or  
NVQ level 2
- Possess suitable competency qualifications – CCN1, CKR1, HTR1, WAT1, CEN1 & DAH1, CPA1 Unvented and other associated specialist subjects as required by the Group.
- Hold or willing to obtain a recognised qualification in water hygiene.

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### **Other Requirements**

In addition, we would expect that the successful candidate will meet the following requirements. You should make reference to them, however we will not shortlist against these criteria:

- Full UK Driving Licence.
- Ability to commit to working annualised hours
- Able to work additional hours as required, including evening and weekend work
- Flexible approach to meet the demands of the business