Role Profile

Role Title: Domestic Heating Engineer

Business Area: Maintenance
Department/Team: Operations
Reports to: Heating Services Supervisor
Direct Reports: None
Dimensions (budget, people span of control): Van Stock
Created/Reviewed date: January 2021

Role Purpose

Responsible for carrying out the day to day repairs, planned maintenance, heating installations and annual servicing of domestic heating appliances of varying fuel types. Delivering a customer focused, compliant driven function, working jointly across all operational areas to maximise resources and provide a high-quality service using of a number of IT systems. In doing so give our customers a flexible and high level of service combining knowledge and experience to maximise productivity, creating flexibility and maintaining consistency.

Responsible for providing quality servicing, repair, installation and refurbishment work as required within the maintenance team. Provide exceptional fault diagnosis and good customer service in order to meet the businesses Key Performance Indicators.

Key Accountabilities

- Carry out annual services to heating appliances in line with manufacturers requirements and of Industry British Standards
- Respond to daily appointments to ensure all repairs are carried out within target date and first time
- Respond as required to emergency situations, working flexibly to meet customer demand
- Carry out the installation and commissioning of domestic boilers on a planned maintenance contract
- Carry out safety inspections to void or acquired properties as required
- Complete all relevant paperwork and electronic certification, pertaining to the works to fulfil The Landlords legal obligations and duty of care
- Maintain van stock to ensure all items are recorded and available as required
- Ensure satisfaction levels by taking prompt, effective action to resolve problems making safety the paramount concern.
- Work closely with heating services planners, offering advice and guidance to improve our service delivery
- Respond to changing priorities in order to achieve Aster's vision and landlord strategy
- Work closely, maintaining effective communication with a variety of stakeholders including customers, colleagues, contractors and suppliers; building strong rapport and relationships with all.

- Take ownership of any issues or complaints that may arise, actively seeking solutions to problems to achieve a satisfactory outcome
- Ability to work in a constantly challenging environment with conflicting priorities Maintain physical and digital records in accordance with Aster's data management in compliance with GDPR
- Assist with operational Health and Safety compliance and Champion Aster's Health and Safety-first culture.

To undertake gas repair, service and installation work in strict accordance with current Gas Regulations, including and not limited to:

- **Fault Finding**
- **Installations of heating infrastructure**
- **Unvented cylinder repairs, servicing and replacement**
- **Completion of LGSR installation certificates**

Maintain accurate records of work undertaken and time taken on a daily basis and comply with the company's operating procedures

Notify Supervisor of any urgent repairs or any Health & Safety defects that are found during the course of your work.

Expertise

- A minimum of 2 years' experience within the gas industry is essential. Previous experience working with social housing advantageous
- A detailed knowledge and understanding of domestic gas boilers, and hot water and heating systems is essential
- An understanding of current gas legislation and evidence of ongoing personal development
- Essential qualifications must include: CENWAT1, CCN1, CKR1, HTR1, CPA1, Unvented hot water systems.
- Desirable qualifications: CMDDA1, OFTEC OFT101, OFT105E, OFT600A
- Educated to GCSE Standard (or equivalent), including passes in English and Maths
- Good level of IT skills, being able to use a PDA to deliver electronic certification
- Ability to follow simple instructions, organise and plan daily workload to known deadlines and project requirements
- Clear and logical decision-making skills and use of fault-finding techniques to aid diagnosis of breakdown
- Full responsibility for gas safety and Health & Safety issues, whilst lone working.
- Confident approach to normal and stressful situations
- Good customer service skills.

- Clear and concise communication skills both written and verbal with internal departments and suppliers in a confident, professional and competent manner.
- Understanding the importance of customer focus service delivery
- Ability to organise and plan daily workload to known deadlines and operational requirements
- Ability to work within manufacturers requirements and industry standards.
- Ability to diagnose and undertake repair works to domestic properties, including specifying materials required and the ability to undertake works in accordance with training and good industry practice
- Work within known deadlines
- Competent in the use of smart phone technology and PDAs including the ability to send and receive email, calendar appointments, documents, photographs and for work scheduling purposes
- Undertake requalification as required.

Qualifications as shown below:

- CCN1
- CENWAT1
- CKR1
- HTR1
- Unvented Cylinders Natural gas and LPG
- Natural gas and oil
- Natural gas and solid fuel
- Oil - OFT101, OFT 105E, OFT 600A which covers service, installation, and storage tanks.
- LPG - CONG LP 1
- Solid fuel - Oftec Wet 108W, Dry 108D

Complexity

- Day to day duties will include the service and repair of domestic gas boilers and heating systems.
- Working on own initiative and within a busy team will part of the daily routine
- Occasionally working outside of core hours when required
- Occasionally working outside of the preferred area when required
- Being part of the current out of hours team
- Respond to changing priorities in order to achieve Aster's vision and landlord strategy.
- Ability to work in a constantly challenging environment with conflicting priorities.

The above require thorough analysis, experience and knowledge to be applied when dealing with various operational teams, who have differing specialist portfolios, conflicting priorities and service deliverables

- Responsibility for making routine and complex decisions using analysis, experience and expertise.
- Working within stipulated guidelines and parameters to minimise risk to the business

Impact

- Ability to self-manage and work with limited supervision.
- Ensure that all work and decisions made take into account safety of customer and colleagues
- Support colleagues and teams across the wider business as required.

Influence

- Ability to communicate appropriately face to face with colleagues and customers which may include elderly, vulnerable or challenging adults.
- Ability to deliver excellent customer service
- Promote & maintain a customer focus in line with the Aster Group Customer Charter.
- Works daily with the following stakeholders:
    - Customers
    - Planning team
    - Administration Team
    - Neighbourhood Officers
    - Out of Hours / Contact Centre
    - Housing Teams
    - Anti-Social Team
    - Emergency Services
    - Management Team
    - Contractors

Resources Management

- To accurately account for all materials used in carrying out works orders, and to maintain an adequate van stock to enable all normal minor repairs to be carried out during one visit.
- To carryout work and make decisions in a way that considers the most cost-effective means of overcoming repair issues.
- Recording and updating completion of works on handheld PDA and reporting back any follow up additional works (including correct SOR is entered before completion of job)
- Ability to work collaboratively with other trades internally and externally
- Complete all required documentation to include but not limited to timesheets, daily vehicle checks and Out of Hours,
- Adhere to Working Time Directive

General

- Promote and maintain a proactive approach to H&S in respect of yourself, colleagues and customers
- Participate in Emergency Out of Hours delivery service.
- Ensure that the Aster Group Equality & Diversity Policy is fully implemented at all times
- Comply with the requirements of the Aster Group Data Protection Privacy & Confidentiality Policy, the IT Security and Usage Policy & supporting Data Protection Framework insofar as they relate to the duties of the post
- Post holders will expect to be clean shaven to allow the fitting of a face mask for health & safety purposes. Exceptions will be made on the grounds of religion or a certified medical condition.
- Full Driving License and ability to drive a company vehicle and comply with the requirements of the Company Insurers and Aster Vehicle Handbook

This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.