

Role Profile

Job Title	Gas Engineer		
Reporting into	Supervisor – Gas		
Directorate	M&E and Compliance	Working Style	Mobile (IMS Only)
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Gas Engineer, you will coordinate and ensure the delivery of a high-quality fault fixing and maintenance service across multiple sites that meet our service specifications and customer expectations. This role sits within the internal maintenance service covering the geographical area of LiveWest. The property services team is responsible for our property responsive repairs and maintenance service.

Key Areas of Responsibility:

- Undertake all work to the highest standard possible and in line with current best practice and our guidelines, while complying with contract specifications and service delivery conditions. This includes delivery of the service to the highest standards of customer care and act as an ambassador for the company while in our customers' homes.
- Diagnose and repair domestic heating systems, including fault-finding, installation and annual servicing. Ensure good quality workmanship which upholds company standards, complies with building regulations, and follows safety requirements.
- To take part in an out of hours on call structure and attend meetings and training as required.
- Demonstrate a positive and professional approach at all times to our customers, ensuring wherever possible the highest standard of customer service and satisfaction.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Post qualification experience in the gas industry.
- Awareness of health and safety procedures.
- Knowledge of responsive maintenance.
- Experience utilising other building skills to an acceptable standard.
- Experience of working in customers' homes. (D)
- Technical diagnosis of boiler faults.
- Annual servicing and installation work.
- Input data on handheld device.
- Knowledge of LPG and Oil.

Professional/Vocational/Academic Qualifications:











- ACS Qualified (all core elements).

- CCN1, CKR1, HTR1, WAT1, CEN1, (LPG D).
- Part L Building regulations. (D)
- PART G and Water Regs WRAS. (D)
- ACS Qualified (all core elements).
- BEPEC Un-vented Hot Water. (D)
- Full valid UK Driving Licence.

Safeguarding and Lone Working:

- Basic DBS Check.
- Lone Working.

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p>We communicate effectively <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.