

Job Title:	Gas Engineer (Domestic)
Division:	Gas Division
Reports to:	Gas Supervisor (Domestic)
Direct Reports:	None
Main Interfaces:	Divisional M&E Manager, Contract Manager (M&E Compliance), Contract Managers, Gas Quality Control Manager, Administrator Team, Client and Resident

<p>Overall Purpose</p> <p>Lead by Example.</p> <p>Responsible for undertaking gas servicing, installation and reactive maintenance service work in domestic properties, and maintaining a high standard of work that sustains performance, quality and customer satisfaction within a 'Right First Time' culture.</p> <p>Ensure gas work is carried out safely, in line with industry and manufacturer's standards, in accordance with our client's contract specification and with minimum inconvenience to residents.</p>
<p>Key Tasks / Activities / Responsibilities</p> <ul style="list-style-type: none"> • Undertake gas servicing, installation and reactive maintenance service work across all contracts. This will include working in any geographical area/location, as required. • Ensure the servicing, installation and reactive maintenance service work is carried out in accordance with manufacturer's instructions, industry best practice, codes of practice and legislation. • Ensure gas work is carried out with minimum disruption and inconvenience to client and resident. • Attend appointments as scheduled and instructed. • Use and update required IT devices, apps or similar, to sustain digital service delivery. • Ensure your PDA is always working to ensure the accurate and efficient delivery of your workload and data transfer via BYOD. • Ensure your PDA is used to record travel time, attendance times and work carried out during the property visit. • Apply correct diagnostic skills to reactive maintenance programmes and if parts are required, that correct parts are ordered and fitted. • Ensure parts used against completed jobs are applied correctly to the job, and for those parts not used, are returned and recorded. • Ensure you complete a job sheet for every task and that daily log sheets and weekly time sheets are completed accurately and in agreed formats. • Ensure your times sheets have the correct SOR's or quoted works applied. • Ensure your variation sheets or chargeable documentation are completed. • Ensure your gas certification/warning notice/labels/forms etc to client/resident are completed accurately and contain all statutory and legislative requirements. • Ensure the installation of heat producing appliances are registered with appropriate body so that a Building Regulation Certification can be produced as required by the Building Regulations (England and Wales). • Complete monthly van stock inspection with your Gas Supervisor to ensure van stock availability and replenish where necessary, recording allocation using the IT Solution. • Complete monthly tool inspection on your vehicle with your Gas Supervisor to ensure tool availability and that company issued tools are not missing or damaged. Replenish where necessary, recording allocation on form provided. • Engineers are required to provide their own hand tools to complete work type, including, but not limited to; battery drill, tools for working on pipework including blow torch. • Engineers are provided the following equipment from Axis Europe; Hop Up, Steps, Ladders (where required), Core Drills (Installers only), We Vac, 'Socket & See' electrical tester and Flue Gas Analyser, which shall be returned upon leaving the company.

- Complete monthly inspection on your Flue Gas Analyser with your Gas Supervisor, making sure it is not damaged and that arrangements are in place with manufacturer for their annual re-calibration check, in line with manufacturer's instructions. Store correctly and not left on the vehicle overnight or for long durations.
- Complete monthly inspection on your electrical testing equipment 'Socket & See' with your Gas Supervisor, making sure it is not damaged and that arrangements are in place with manufacturer for their annual re-calibration check, in line with manufacturer's instructions. Store correctly and not left on the vehicle overnight or for long durations.
- Complete monthly inspection on your stationary stock, including LGSR Certificates, Warning Notice Pads, Labels and Forms with your Gas Supervisor, and replenish where required, recording allocation on form provided.
- Seek guidance, technical support and assistance from your Gas Supervisor or relevant manufacturer, when required.
- Ensure your training and development needs are established through company appraisal and review process.
- Must be prepared to undertake additional training as required.
- Participate in the company's quality assurance and competency inspection programme, including 'Work in Progress' and 'Post Inspections', in line with company procedure.
- Participate in investigations into customer complaints, gas unsafe situations and RIDDOR reported incidents, as necessary.
- Participate in the Company and M&E Division Induction, including awareness of company policies, procedures and forms etc.
- Comply with all company policies and procedures.
- Ensure compliance with Health and Safety legislation and regulations, with specific duties and responsibilities under CDM regulations.
- Wear supplied personal protective equipment and be responsible for yourself and others.
- Comply with safe working practices ensuring the safety of yourself and public is always maintained .
- Promote a safety culture within the company.
- Ensure Method Statements and Risk Assessments are being completed and correctly.
- Attend company seminars, training sessions and toolbox talks, in accordance with company objectives, as necessary.
- Work in partnership with clients to exceed operational and company expectations.
- Ensure your ACS Domestic Gas 'Certificate of Competence' and other appropriate Certification are valid and in date. Advise your Gas Supervisor within six months of expiring.
- Maintain competence in the use of Flue Gas Analyser, seek training if necessary.
- Maintain competence in undertake electrical safe isolation, seek training if necessary.
- Maintain competence in the use of electrical testing equipment, such as 'Socket & See', seek training if necessary.
- Keep abreast of changes to industry practices and legislation, as necessary.
- Advise your Gas Supervisor, when reporting yourself being unwell, in line with company procedures. You will be asked to attend a return to work interview upon your return.
- Advise your Gas Supervisor, when requesting holidays, in line with company procedures.
- Support and follow policies, procedures, initiatives and work instructions related to sustainability improvement and environmental compliance.
- Be responsible for ensuring your workplace is always tidy and safe.
- Attend regular weekly/bi-weekly meetings with your Gas Supervisor, as necessary.
- Work as an integral team member as well as a mentor and coach to apprentices and colleagues.
- Ensure appropriate career development and knowledge sharing opportunities are undertaken.
- Complete LMS on-line training as continuous improvement.
- Core operating hours 8am to 8pm (Mon-Fri) and 8am to 2pm (Sat).
- Shift patterns 8am to 2pm and 1.45pm to 8pm (Mon-Fri) and 8am to 2pm (Sat).
- Participate in Out of Hours (OHH) rota.
- Embrace company change, with a positive attitude.
- Be responsible for washing your vehicle, keeping it clean on the exterior and interior and ensuring it is road worthy.
- Undertake other duties as directed by your Gas Supervisor.
- Embrace Aix Europe Company Values.

Person Specification

Key Knowledge

- Domestic Gas Service, Repairs and Maintenance (including installs).
- Health and Safety.
- CDM Regulations.
- Site Safety.
- Manual Handling.
- Asbestos Awareness.
- Good local geographic knowledge across all contracts.

Key Skills

- ACS Domestic Gas Qualifications CCN1, CENWAT, CKR1, HTR1, MET1, Building Regulation approved G3 Hot Water Unvented Certificate.
- NVQ Level 3 or equivalent.
- Gas Safe Registered.
- Experience of diagnosing and fault finding to carry out efficient repairs.
- Ability to establish and maintain effective, professional working relationships with internal and external stakeholders.
- Excellent communication and interpersonal skills.
- Read, write and communicate using English language enough to perform job functions.
- Commitment to delivering focused customer service with an enthusiastic and positive approach.
- Ability to deal with a range of situations and respond to customer's needs.
- Ability to be flexible, occasionally out of normal office hours.
- Prioritise workload to achieve deadlines and effectively manage time with a positive attitude.
- Excellent time keeping and attendance.
- Concern for accuracy and paying careful attention to detail.
- IT literate, able to use email and smart phone.
- Ability to work under pressure and retain attention to detail.
- Work within a team.

Key Experience

- Demonstrate recent experience in repair diagnosis and servicing, maintenance and installation of domestic gas appliance, pipework and systems.
- Experience of working in domestic properties.
- Be able to demonstrate high standards of customer excellence.
- Continued personal development with gas industry.

Other Key Information

- To agree with company values on all levels.
- Full current UK clean driving licence. This position is primarily a mobile role, with travel being a significant part of the job. All applicants should consider this before applying.
- Clean DBS.
- You must own an Android or IOS mobile phone which you will use as part of your job (BYOD)
- You are required to provide your own hand tools to complete work type, including, but not limited to; battery drill, tools for working on pipework including blow torch.
- You will be provided the following equipment from Axis Europe; Hop Up, Steps, Ladders (where required), Core Drills (Installers only), We Vac, 'Socket & See' electrical tester and Flue Gas Analyser, which shall be returned upon leaving the company.
- All staff has a personal responsibility and accountability to the company to ensure that their day to day activities adhere to the Sustainability Policy Statement and Plan and minimise the impact upon the environment.

- It is the responsibility of all staff to ensure that their day to day activities embrace sustainability and reduce the impact upon the environment by minimise waste and maximise recycling; saving energy; minimise water usage and report any electrical faults, water leakage or other environmental concerns to your Gas Supervisor.

I have read and understood the provisions of this job description.

I understand that this document forms part of my employment and I hereby confirm my agreement with its provisions.

Name:

Signature:

Date:

Gas Engineer (Domestic) Job Description Owner: HR Department
Issue Date: June 2020 Version : 1

Please note: All printed or saved copies of this document are classed as an uncontrolled document as they may not be the latest version. To ensure you are using the latest version, please refer to the Axis Intranet Library.