



JOB DESCRIPTION

Job Title:	Heating Engineer
Reports To:	Local Delivery Manager / Local Delivery Maintenance Manager / Local Delivery Team Leader
Team:	Local Delivery
Directorate(s):	Operations
Grade:	BRS B7
Job purpose:	<p>To work as part of the Local Delivery Directorate in ensuring that the Association's properties are kept to the Association's standard.</p> <p>To ensure that gas servicing, gas related breakdowns and new boiler and system installations are carried out efficiently and effectively and to the customer's satisfaction.</p> <p>To ensure installations are carried out in accordance with the Association procedures are carried out in accordance with the latest regulations.</p> <p>Manage own workload on a day-to-day basis with regards to the planned function.</p>

Overview:

1. Key skills to do the job
<ul style="list-style-type: none"> • A good knowledge of the general building/construction industry and with the relevant Trade qualification as stated above. • Good written and verbal skills, computer literacy and numeracy are essential. • To be able to work on own initiative and to be able to make decisions and be confident at problem solving.
Required behaviours – Mandatory for all roles within Broadland
<p>All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.</p> <p>Openness You will admit to mistakes and learns from them.</p>

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- Good personal presentation and communication skills are necessary when delivering a service to our tenants.
- Customer focused.
- Experience at working alone and as part of a Team.
- Experience in supervising and working together with Sub-Contractors.

3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- You are responsible, often working without supervision, for the effective and efficient delivery of your contribution to the gas servicing programme, responsive repair breakdown service, gas boiler and new system installations, as well as gas works within void properties, supporting other areas of the business when required.
- To work closely with the Local Delivery Manager / Local Delivery Maintenance Manager / Local Delivery Team Leader in all aspects of the heating servicing, repair and installation service as required to ensure that works are carried out efficiently and in a timely manner and service complaints are minimised.
- To refer complex technical queries to the relevant manager in the Technical Services team.
- Work on own initiative to ensure that call backs are minimised, and first-time fixes are maximised.
- You will deal with tenant enquiries and respond in a professional manner reporting anything back to the Local Delivery Manager / Local Delivery Maintenance Manager / Local Delivery Team Leader or Technical Services Team.
- Be prepared, if requested, to act as a mentor to trainees within the Association and encourage a learning environment.
- You will on a rota-based system be required to be part of the team carrying out work out of hours.
- To undertake any other duties within other areas such as the servicing and repair of renewable heating installations subject to being sufficiently qualified to carry out such works.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. Full details can be accessed via the Data Protection Policy.

- Comply with the policies and practices of the Association, to deliver and act in accordance with the Association's Dignity and Diversity Policy and Procedure and to be responsible for undertaking working practices in a safe manner in accordance with the Association's Health and Safety Policy
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Job Title: Heating Engineer

Essential Criteria

Qualifications

- Qualified to CCN1, CENWAT, CPA1, CKR1, UVHWS and EEDH
- Gas Safe registered
- Driving Licence as travel throughout Norfolk and North Suffolk is required

Experience

- n/a

Desirable Criteria

Qualifications

- OFTEC - 101, 105E, 600A
- CMDDA1
- HTR1

Experience

- Commercial Heating Systems
- Experience of renewable heating systems, including ASHP, Solar Thermal, HR and MVHR accredited qualifications to BPEC level or equivalent.
- Experience of working within the Social Housing sector.