

RAILWAY HOUSING ASSOCIATION

JOB DESCRIPTION

Title: Gas Servicing Engineer

Responsible to: Asset Manager

Responsible for: N/A

Grade: C (ii)

Date: January 2018

Main responsibilities of the role

To carry out gas servicing and minor repairs of the Association's domestic properties, ensuring that all work is carried out to gas safety standards.

To ensure residents receive a high quality customer oriented service.

To ensure gas servicing targets are met.

Key duties

- 1 To plan and carry out the annual gas servicing of the Association's domestic properties in line with Gas Safe regulations, including arranging appointments with residents.
- 2 To undertake minor repairs as appropriate either at service or following call outs within the local area, in consultation with the Asset Management team.
- 3 To fully comply with current and future legislation in respect of gas servicing and a landlord's duty of care to its residents.
- 4 To maintain ACS Accreditation and Gas Safe registration in line with HSE requirements.
- 5 To provide technical advice to residents as required to enable them to understand and operate the heating systems in their homes efficiently and safely.
- 6 To provide reports in respect of gas servicing to the Asset Manager as required, including accurate reports of servicing and repairs undertaken.

- 7 To diagnose and report faults to the Asset Management team, including immediate reporting of shutting down or cutting off of defective appliances.
- 8 Undertake to meet performance indicators set by the Association for gas servicing.
- 9 To provide high standards of customer service to residents, in line with the Association's Customer Service Standards, and carry out duties in a courteous and professional manner.
- 10 To carry out work to the highest standard leaving work areas within their homes clean, tidy and free from debris.
- 11 To input into the production of policies and procedures in respect of gas servicing to ensure the service is effective and targets are met.
12. All work to be carried out within limits of delegated authorities.
13. Adhere to the Association's Equalities Framework, Health and Safety Policy and all policies and procedures relevant to the role.
14. Actively support, promote and act in line with the vision, mission and values of the Association at all times.
15. Represent the organisation externally in a professional way with high attention to customer care.
16. Undertake any task which is within the capabilities of the postholder and commensurate with the salary level of the post, as assigned by line manager

Railway Housing Association

Person Specification

Gas Servicing Engineer

Section	Criteria	Essential	Desirable
Education / Qualifications	Gas Safe Registration	*	
	ACS Accreditation CCN1 & CEN1	*	
Experience	A minimum of five years' experience of servicing domestic gas installations.	*	
	Experience of working within residents / customers' homes, ideally within a social housing environment.	*	

Section	Criteria	Essential	Desirable
Skills / Abilities	Ability to work on own initiative Ability to work as part of a team Ability to formulate reports for consideration/recommendation Knowledge of budgetary control Well organised and able to work to and meet strict deadlines Ability to diagnose installation problems Excellent customer service skills and ability to give clear advice to residents Thorough and professional in residents' homes Experience of Microsoft Excel, Outlook and Word Flexible approach	* * * * * * * * *	*
Special Attributes	Full valid driving licence.	*	