

JOB DESCRIPTION

POST TITLE:	GAS TECHNICIAN
POST NUMBER:	HB50
GRADE:	H
RESPONSIBLE TO:	SENIOR SURVEYORS, TECHNICAL SUPPORT & REPAIRS MANAGER, COMMERCIAL SERVICES MANAGER
RESPONSIBLE FOR:	N/A
LIAISON WITH:	Building services Operatives, Technical support team, Tenants, Council Staff, Public and Private Sector Clients.

KEY CORPORATE ACCOUNTABILITIES:

The post holder will supervise human and material resources and undertake repairs and maintenance work for both the Council and Council Tenants as well as Leaseholders and Homeowners, and will promote the Councils aims and objectives in the provision of a professional service.

KEY SERVICE ACCOUNTABILITIES:

1. To undertake heating engineering & plumbing duties including reactive repairs, servicing of boilers, fires and other appliances, installations and associated works.
2. To undertake surveys and provide detailed drawings and costings as required.
3. To diagnose faults and diligently undertake all core and other trade works, as instructed, ensuring that the quality of work meets the highest standards and that targets are achieved.
4. To manage stock from authorised suppliers, materials required to undertake works through the approved order system.
5. To undertake the installation of new domestic heating systems in accordance with manufacturer's instructions, industry best practice codes and practice and legislation.
6. To be responsible for the supervision of other skilled operatives whilst undertaking project works.
7. To issue notices and certificates required by the relevant regulations relating to gas safety.
8. To adhere to manufacturer's instructions when servicing, repairing or installing appliances.
9. To provide information to allow records to be updated following service and Testing and issue Landlord Gas Safety record using electronic or manual documentation.
10. To ensure that Tenants / Officers are informed of priority dates and events affecting the repair as and when required and notify the Commercial Services Programmer of any defects/repairs required that are found in the course of your duties.
11. Wherever possible to carry out "trade makes good" practise to avoid unnecessary return visits to properties.

12. To carry out works in an efficient and effective manner, minimising non-productive time wherever possible and reporting to the Commercial Services Manager any difficulties encountered with any productivity problem.
13. Maintain accurate records of works undertaken including job tickets and timesheets and other required paperwork.
14. Be available and responsible for emergency calls during and out of working hours for any trade works as instructed.
15. To be responsible for any assigned vehicle's maintenance checks on a daily basis, reporting defects or similar to the Fleet Manager as soon as possible.
16. Maintain tools, plant and equipment in a clean and workable condition.
17. Maintain vehicle stock levels and replenish as necessary.
18. To maintain the best possible operational relationships with customers, taking all possible steps to accord with their reasonable wishes and taking account of any special needs.
19. Undertake training as identified and directed, to maintain the provision of an efficient and effective service to customers and to further personal development.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

The post holder must comply with industry regulations and Health and Safety legislation, policy and procedures.

DATA PROTECTION:

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

EQUAL OPPORTUNITIES:

The Council is committed to providing equality of opportunity, and has an Equal Opportunities Policy, which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Policy.

Date: January 2022

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

GAS TECHNICIAN

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none">• NVQ Level 3 / Craft Certificate in Domestic plumbing or relevant trade qualification• Gas related qualifications - Domestic: ACS, CCN1, CENWAT, CKR1, CPA1, HTR1, MET1, HWSS1, CMDDA1, WREG ▪• Entry level qualifications in English Language and Mathematics or equivalent, including good communication skills• Full UK driving licence and ability to be mobile• Good knowledge / understanding of health and safety within construction environment	<ul style="list-style-type: none">• Experience in responsive repairs maintenance.• Supervisory experience• Other trade qualifications Relevant CSCS or equivalent skills card• General asbestos awareness training• Evidence of continued professional development• HETAS ▪ STHWS (Solar thermal hot water systems)• ASHP Installation and maintenance
Knowledge and Expertise:	<ul style="list-style-type: none">• Completed and spent the required period on a gas apprenticeship (time-served) or significant experience in the gas trade including the installation of boilers, fires, hot and cold water systems, full heating systems, sanitary ware, soil & waste systems and rainwater goods.• All trade defect diagnosis• Building regulations	<ul style="list-style-type: none">• Experience of social housing property repairs• Knowledge of construction related activity• Experience of working in Repairs and Maintenance environment and delivering works using a multi – skilled whole job repair approach• Ability to undertake minor works outside of base Gas/Plumbing trade
Skills:	<ul style="list-style-type: none">• Good level of ICT skills and open to learning new skills• Good level of interpersonal and communication	<ul style="list-style-type: none">• Familiar with new related technology and hand held computers

	<p>skills ▪</p> <ul style="list-style-type: none"> • Ability to work collaboratively and influence others, individually or as part of a team • Flexible approach and a willingness to adapt to and work effectively within a variety of situations • Ability to use own judgement and initiative to take ownership of decision making • Ability to prioritise workload and work well under pressure to meet targets and deadlines • Transparent and open, acting with integrity and able to build high levels of trust • Resilient and able to work under pressure 	
Personal Attributes:	<ul style="list-style-type: none"> • Confident and self motivated • Able to work as part of a team • Diligent • Willing to learn and develop • To show and use initiative to solve problems • Commitment to Customer care • Ability to work within set targets • Committed to equality of opportunity and understanding of diversity issues • Accept responsibility 	<ul style="list-style-type: none"> • Proactive approach to work • Diplomacy / ability to deal with conflict
Special Requirements:	<ul style="list-style-type: none"> • Full driving licence • Be physically fit with the ability to lift difficult and bulky loads • Ability to undertake heavy manual handling tasks • Ability to work in confined spaces 	

