

Job Profile

JOB TITLE: Multi-skilled Operative (Gas Engineer)

PURPOSE OF THE JOB:

To undertake a range of gas related installation works to include; servicing, breakdown repairs and new boiler installations.

ROLE SPECIFIC ACCOUNTABILITIES

1. To undertake gas / plumbing and a secondary trade skill.
2. Excellent understanding of gas installations, servicing and diagnostic across a range of boiler manufacturers.
3. Carryout works safely and where necessary at height.
4. Liaison with other trades (sometimes subcontractors).
5. Order and collect material (Working with in the manual handling safety guidelines).
6. Proficient in using electrical and manual equipment.
7. Proficient at reading a specification and a technical drawing.

GENERAL KEY ACCOUNTABILITIES

8. Maintain impress van stock of materials including recording usage on handheld device.
9. Use the delivery service and "Pod" assigned to you, to replenish your impressed stock, while minimising travel and downtime.
10. Specify and order specialist materials where required to complete task. Minimise any wastage.
11. Using the handheld device accurately record required information on job orders.
12. Ensure standby log sheets, material orders, vehicle checks, annual leave requests are all completed through our systems and in line with our policies.
13. Achieve relevant productivity and performance targets set on annual basis.
14. Inform Supervisors of work orders requiring cancelling, follow on works or change in status
15. Written – Produce short reports for Supervisors as required.
16. Draw any queries to a conclusion
17. Ensure company vehicle is only used in accordance with company vehicle policy
18. Ensure the safe, effective use of tools and plant ensuring they are regularly maintained and serviced, and your supervisor is notified of any loss or damage.
19. Compliance with all company policy and procedures
20. Understand and abide with the Health & Safety regulations and ensure all work practices are safe
21. Carry out risk assessments, reporting bad practice and dangerous occurrences to your supervisor
22. Present a positive image of Qualis Management, wearing corporate work wear whilst working
23. Act as an ambassador for Qualis Management and their Clients at all times
24. To deliver quality workmanship within your specific trades and without close supervision
25. Meet appointments as arranged with customers
26. Complete work first time wherever possible
27. On completion of work inspect quality and be satisfied before leaving the customer
28. Supervise apprentices if assigned and monitor the quality of their work
29. To undertake flexible working patterns as required to provide effective, customer-focussed services.
30. Taking part in the standby duty rota and flexible working hours outside of normal office hours.

Corporate

31. Ensure our customer service and delivery is excellent and continually improves.
32. Ensure that our policies are implemented.
33. Demonstrate our governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, and equality are maintained.
34. Participate in projects to achieve the most effective services possible for the community, partners and the organisation.

Duties and accountabilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other duties and accountabilities, commensurate with the grading of the post, without changing the general character of the post.

SKILLS/KNOWLEDGE/ATTRIBUTES

Education	<ul style="list-style-type: none"> • Relevant domestic ACS training course i.e. CCN1, CENWAT, HTR1, CKR1 and Unvented hot water • Gas Safe Registered and ACS accredited Heating Engineer. • Substantial experience in the building industry to acquire the skills and techniques of your specialised trade and a secondary trade • City and Guilds qualification up to (NVQ level 3) or relevant experience in one trade and others. • Holder of relevant current construction skills certification scheme CSCS site operative card • Working knowledge of relevant Health and Safety Legislation. • Full driving licence as a work van will be provided • Demonstrate a good understanding of safeguarding issues commensurate with the role. • A satisfactory DBS check is required as part of this role.
Experience	<ul style="list-style-type: none"> • Working with customers to deliver a high-quality maintenance service. • Experience of fast paced, maintenance and repair environment.
Knowledge & Skills	<ul style="list-style-type: none"> • Multi-skilled and able to undertake work across more than one trade. • Ability to prioritise workloads and minimise unproductive time.

	<ul style="list-style-type: none"> • Good timekeeper with organisation and planning skills • Self-motivated and a good team player • Make sound judgements in line with the company's guidelines and objectives • Excellent communication and social skills with a strong customer focus • To maintain an effective and professional approach at all times. • Work collaboratively with colleagues, other staff, customers and partners to provide efficient and effective services. • Ability to problem solve, balancing customer needs with targets and constraints. • Provide advice and guidance to customers and staff. • Ability to use ICT systems and able to accurately record information in a format. • Positively promote the introduction, development and implementation of new technology and working methods to improve the service. • Keep up to date with developments and innovations in the building maintenance industry and maintain own continuous professional development. • Knowledge and understanding of relevant health and safety legislation to your role. • Project management and time management. • Ability to work alone.
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