

Job Description

Post title	Housing Repairs Technician - Heating Engineer	Grade	E
Department	Responsive & Voids / Planned & Cyclical	Post ref	AHR5055

Overall job purpose

Carry out repairs and maintenance work to Council owned, private, tenanted and empty properties and any other Authority owned building in a multi-skilled environment whilst achieving high standards of customer care and satisfaction.

Reporting relationships

Reports to: Senior Repairs Technician

Responsible for: N/A

Key tasks and responsibilities – post specific

Carry out all types of repairs and maintenance work in a multi-skilled environment allied to the Plumbing and Heating trade discipline in Council owned, private, tenanted, empty properties and any other Authority owned building.

As and when required, diagnose necessary remedial works, make appointments/arrangements and organise materials required.

Attend repairs and maintenance appointments on time and complete works on the first occasion, in one visit and within target times.

Completion of repairs and maintenance in other trade disciplines where deemed competent to complete these.

Minimise disruption, mess and dust to the customer's home and possessions and leave in a clean and tidy condition using cleaning materials and equipment as necessary. Removing or making arrangements for the removal of waste/debris upon the completion of any works on a daily basis.

Report any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that is identified during the post holder's day-to-day activities.

Complete any required written or electronic documentation and records including time monitoring to enable the accurate calculation of costs, salary and property information.

Operate a fleet vehicle including identifying and reporting defects.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management

objectives are delivered and other risk management activities effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.
Work effectively with all departments of the Council to ensure the delivery of quality services.

Employee signature			
<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i>			
Employee signature:		Date:	

Person Specification

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Employee Assessment
Delivering value for money and quality services	Interview
Communication	Interview
Team working	Interview

Skills	Essential/ Desirable	Assessment
Excellent communication skills – verbal and written	Essential	Interview/Application
Excellent interpersonal skills - face to face and telephone	Essential	Interview/Application
Meeting deadlines	Essential	Interview/Application

Knowledge	Essential/ Desirable	Assessment
Building Construction and Repairs and Maintenance	Essential	Interview/Application
An understanding of Local Authority and Social Housing	Desirable	Interview/Application

Experience	Essential/ Desirable	Assessment
Building Construction and Repairs and Maintenance	Essential	Interview/Application
Dealing with the public and other outside agencies	Essential	Interview/Application
Diagnosis and fault finding in plumbing and gas central heating systems.	Essential	Interview/Application

Qualifications	Essential/ Desirable	Evidence
City & Guilds NVQ level 3 (Plumbing/Heating Engineer) or equivalent	Essential	Application/Documentation
A current valid driving licence	Essential	Application/Documentation
Relevant Gas Qualification for the repair, installation and maintenance of gas systems	Essential	Application/Documentation
A multi-skilled Tradesperson qualification	Desirable	Application/Documentation

Additional information / other requirements of the post
<ul style="list-style-type: none"> • The post involves driving and so the Post-holder will be required to undertake relevant DVLA licence checks. • The Post-holder may be required to work out of normal working hours / attend evening meetings / work weekends and / or Bank Holidays as part of their role. • The Post-holder may be required to work as part of the Emergency Out of Hours Standby Service as part of their role.

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.