



Job Description

Job Title: Plumbing & Heating Engineer

Company: ClwydAlyn

Responsible To: Plumbing & Heating Manager

Qualifications: Recognised Trade Qualification – ACS including LPG = CONGLP 1 (Desirable), NVQ level 2 or equivalent, Central Heating = CEN 1, Fires = HTR 1, Cookers = CKR 1, Core safety = CCN 1, CPA1, NVQ / City and Guilds – Energy Efficiency, Valid driving licence

Date: July '21

Disclosure & Barring Service (DBS) Check Requirement:

This role has been assessed as requiring an Enhanced Level (without barred list) Disclosure and Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role.

Any risks identified through the DBS check will be reviewed by the Company and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Company's DBS Policy and Procedure which can be requested from the HR Team.

1. Purpose of the Post

1.1 To provide an efficient responsive and cyclical maintenance service to heating and plumbing installations for the association.

2. Knowledge & Abilities

- 2.1 Carry out boiler servicing, diagnosing faults and replacing defective parts as necessary. Re-instate systems that have been disconnected.
- 2.2 Assist the annual maintenance programme if required, including undertaking heating, servicing, checking, cleaning and replacing parts as necessary.
- 2.3 Provide technical and general reports, both written and orally, including customer feedback on maintenance issues for both current and future developments. Where necessary, identify areas of concern such as defects, repair trends etc.
- 2.4 Carry out boiler servicing to gas safe regulations and manufacturer's instructions.
- 2.5 Keep appropriate property and file records, e.g. repair works undertaken, contact with residents, copies of invoices etc.
- 2.6 Undertake other minor maintenance works such as replacing light bulbs, changing locks, easing doors, repairing minor plaster damage, checking and cleaning smoke alarms.

3. Managing others

- 3.1 Contribute to the effective operation of ClwydAlyn by the provision of customer orientated services.
- 3.2 Liaise with both internal and external contacts in a friendly and helpful manner to best promote the work of ClwydAlyn.

4. Working with Others

- 4.1 When required, liaise with the Asset team officers of Clwyd Alyn Housing Association to agree works to be ordered, and their specification.
- 4.2 Keep the Asset team officers aware of issues arising, provide detailed records of works undertaken and progress on jobs.
- 4.3 Complete time sheets, diary and absence procedures, so that the Contact Centre / Maintenance Planner is informed of post-holder's whereabouts.
- 4.4 Attend residents and outside agency meetings appropriate to the postholder's responsibilities.

5. Problem Solving / Decision Making / Innovation

5.1 Resolve problems through careful analysis and consideration of possible solutions, seeking manufacturer's advice where appropriate.

5.2 Take appropriate decisions having considered priorities, responsibilities and the need for new solutions, having consulted the Maintenance manager.

6. Use of Technology

6.1 To effectively utilise in-house IT packages and extract relevant reports from the computer systems.

6.2 To be proficient in the use of diagnostic and test equipment, in relation to fault finding and servicing of heating systems.

6.3 The post holder will be expected following training to use mobile PDA equipment.

7. Budgets & Cash Handling

7.1 To keep accurate records of the ordering and use of stock and materials, to the satisfaction of the Maintenance manager and for audit purposes.

8. Unsociable Conditions/ Special Circumstances

8.1 Attend to out of hours emergencies.

8.2 Responsible for the security of the Company vehicle provided, both during and outside office hours.

8.3 Ensure that the Company vehicle and equipment provided are checked and serviced regularly in accordance with the manufacturer's requirements and kept in a clean and presentable condition and report any incidents / damages promptly to the Maintenance Coordinator.

8.4 A flexible approach to the role is required which will include the requirement to home start, hot desk and to work occasional evenings and weekends.

9. Core Responsibilities

9.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.

- 9.2 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Association.
- 9.3 To comply with the Association's Risk Management Strategy, identifying and mitigating against risk.
- 9.4 To be responsible for the application of Equality and Diversity practices in accordance with Association policy and procedures within daily operations.
- 9.5 To comply with Standing Orders, Association Policies and Procedures and to make know to Line Managers any areas which are not adequately covered.
- 9.6 To perform any other reasonable task as determined by the Manager, Director, Deputy Chief Executive, Chief Executive or Board of Management.