

Post title	Gas Engineer
Division / Section	Edinburgh Building Services (EBS)
Department	Services for Communities
Responsible To	Team Leader
Number of Posts	

Purpose of Job

To work, either as an individual or as part of a team of operatives, installing, testing, maintaining and repairing domestic gas appliances and systems across the Council.

Contribute to delivering the Council's core values.

Major Tasks / Job Activities

Complete domestic gas engineering related work within council properties. 100%

Service, repair, renew and maintain domestic gas installations as required, meeting all legislative requirements.

Inspect, test and issue certification for all gas installations and servicing.

Carry out fault diagnosis on site.

Issue safety notifications where required.

Carry out Turn on and Test for new tenants

Where required report all non gas faults to FM Helpdesk/Repairs Direct/Management

Multi skilling, you will be expected to carry out multi trade tasks that compliment and are associated with the core work activity tasks which you carry out.

The safe separation and recycling of components/materials in accordance with current legislation.

As required take part in winter weather working e.g. snow clearing.

As required complete associated labouring duties.

Liaise with customers to provide a customer focussed service

Ensure all operations are carried out in a cost effective manner consistent with the requirements to achieve best value.

Keep up to date with required trade qualifications and Gas Safe Regulations and Legislation.

Keep records of work undertaken, including maintenance & repairs work.

Communicate with management and colleagues via appropriate method.

Completing jobs within the required timescale and booking follow on appointments where required.

Comply with H&S policies and carry out on site risk assessments for jobs undertaken.

Organising and ordering materials via stores and external suppliers and return unused material.

Standby, all operatives must participate in the out of hours emergency standby rota within their service division

Ensure site of job is left clean and safe.

Attend team meeting, performance reviews, training etc as required.

Undertake any other reasonable duties as directed by the management.

Supervision and Management of People (Numbers and type of staff)

When responsible for an apprentice/work placement the post holder will carry out on the job training and regular assessment and provide feedback to Management.

Creativity and Innovation

The post holder requires diagnostic skills to solve on the job problems which arise when carrying out repair, maintenance, testing or installation work, ensuring the work complies with Gas Safe Regulations and Legislation.

Fit new parts to improve system efficiency for the customer.

Identify and order parts.

They are also required to ensure that all sites are a safe place to work, this requires problem solving skills / risk assessments to ensure work is able to progress safely.

Required to identify equipment/tools/materials for each job.

Contacts and Relationships

The post holder will be required to assess requirements and inform customers of:

- Work to be carried out.
- How the works will impact on them or the users of the building.
- Any further work still to be completed.
- Health and Safety information about the repair/ installation.
- Advise upon completion of work and demonstrate the use and functions of any equipment installed.

The post holder will be required to develop and maintain effective relationships with a diverse range of people and organisations, including:-

- FM Helpdesk/Repairs Direct to get new jobs, modify jobs and request other trades etc.
- Relatives, Housing Officers and Social Workers of vulnerable customers. To explain about visit, gain access and complete the job.
- Post holders must inform the appropriate building contact on arrival, completion or no access.
- Liaises with landlords re upgrades and where required issue a Gas Safety Certificate CP12.
- Fleet Services in relation to vehicle checks.
- Management in relation to Operational provision, health and safety, performance, change, and resolving complex technical issues.
- Colleagues and contractors in relation to completing gas work.
- External and internal suppliers in relation to sourcing materials.
- Professional bodies/manufacturers in relation to Legislative and/or Technical advice/guidance
- Statutory Authorities in relation to Legislative requirements.
- Emergency Services, Scottish Gas and Scottish Power in relation to emergency situations that may arise and cross boundary working. These situations can be extremely complex and challenging.

Decisions (Discretion)

The post holder will be required to make the following decisions:

- The best way to carry out a repair or installation.
- Decides on the correct materials for the job.
- If further work required or the job will take longer than expected the post holder must decide the best course of action to ensure customers receive the best possible service.
- Decides on competency of Apprentice before allocating tasks.
- Decide if there is a need to change plans to ensure a safer job.
- Identify and progress any follow on work if required.
- Inform management of any extended work periods which may impact on meeting future appointments/planned visits.
- If any activity in a property is improper or gives cause for concern it should be reported to management.
- When on standby, how best to prioritise work on the basis of risk to customers.

The post holder can recommend to customers the best use of appliances with regard to economy and efficiency.

They can also recommend, in certain situations, an appliance/system should be replaced rather than repaired.

Decisions (Consequences)

The decisions made in the course of the job will impact on the health and safety of themselves, customers and colleagues, customer satisfaction and performance against targets.

All decisions are made using Gas Safe Legislation and Regulations.

Resources

The post holder is responsible for the safe use, safekeeping and cleanliness of their non LGV vehicle, plant, PPE and where applicable IT equipment including mobile communications equipment. Vehicles provided are for the sole use of Council Business only.

The post holder will carry up to £1400 of tools and equipment and £1600 of stock within the van allocated to them. They are fully responsible for the safe keeping, monitoring and replenishment of these resources. The value of IT and phone equipment is approximately £500.

The post holder is required to complete vehicle check sheets, standby sheets and job sheets and complete HAVS recording.

Environment – Work Demands

The post holder is fully responsible for completing the work once a full assessment has been carried out by them and in line with the set designated timescales. They are expected to make the assessment on site and inform the customer. If they are unable to complete the work they must inform management/FM Helpdesk/Repairs Direct and book follow on work before leaving site.

The post holder is required to reprioritise their workload to accommodate emergency calls.

When responsible for an apprentice, will assess competency, then allocate and check work on completion.

Environment – Physical

This is an operational post and physical demands such as manual handling, carrying, bending, kneeling and generally working in small awkward spaces are required as part of the job.

For the majority of the time the post holder will be standing and crouching for long periods under floorboards, in attics and cupboards. Works with hands held above head while installing/maintaining boilers.

The post holder is required to lift and carry heavy items such as gas fires and boilers/tools/ladders up flights of stairs where there are no lifts. Moves and lifts heavy furniture, white goods and carpets/flooring for vulnerable customers.

Environment – Working conditions

The post may require the gas engineer to work in conditions for long periods of time which could be:

- Noisy, dusty and dirty due to working under floorboards, in attics and in the use of power tools and vibrating machinery.
- Extremely dirty in unhygienic properties. Potentially exposed to pet/human excrement.
- Outside in all weather conditions working on flues, condensate pipes etc.

Appropriate PPE shall be provided, including where necessary specialist PPE, such as eye protection and dust masks.

The post holder is required to be vigilant when investigating gas faults and working with gas.

An awareness of safe working procedures particularly when working close to electricity, and water supplies.

Care should be taken when using soldering equipment, power tools while working up ladders, on elevated work platforms, under floorboards and in attics.

Should take care when lone working as may be subject to challenging behaviour.

Knowledge and Skills

The post holder must have:

- An approved recognised trade qualification e.g. City & Guilds, SVQ level 3 or equivalent.
- Hold current elements in ACS (cooker, fire, gas boiler, pipework, warm air, water heater, CCN1, CPA 1, MET 2)
- A full UK driving licence.
- A CSCS Card.

The post holder should have a working knowledge of all current Health and Safety legislation and best practice.

Ability to effectively plan workloads, identify areas of potential failure and take preventative action.

Be able to communicate technical information to customers and colleagues which is meaningful.

Be able to use a range of communication skills when dealing with challenging customers.

Flexibility is essential, together with excellent communication skills and the ability to communicate effectively with people.

Where appropriate, relevant training shall be provided.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation)