



# barcud

## Job Description

### Heating Engineer

All criteria are Essential unless indicated otherwise

**Reports to:** Plumbing Team Leader

**Responsible for:** N/A

**Overall Job Purpose:** To provide an efficient responsive and cyclical maintenance service to plumbing and heating installations in Barcud's or clients' properties.

#### Key Responsibilities –

##### Plumbing Duties:

- Carry out plumbing / heating repairs in response to reported faults, diagnosing faults and replacing defective parts as necessary, including re-instating systems that have been disconnected.
- Assist in the annual maintenance programme as required including heating, servicing, searching, cleaning and replacing parts as necessary.
- Provide technical and general reports both written and oral including customer feedback on maintenance issues for both current and future developments, identifying areas of concern where necessary.
- Keep appropriate records such as repair works undertaken, contact with residents, orders etc.
- Accurately complete all relevant paperwork.
- Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner, considering tenant's cultural and diversity needs are managed and identify and implement opportunities for making best use of all resources.
- Ensure that all work complies with all legal & statutory regulations along with best practice.
- As required, undertake trade duties in different disciplines to adapt to Barcud's changing business requirements.

**People:**

- Be responsible for the overall management of the Plumbing Apprentices ensuring these operate to the highest standards.
- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

**Corporate**

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

*This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate*



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## Personal Specification

### Heating Engineer

This person specification details the experience and skills for the position of Heating Engineer at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

#### Qualifications:

- Qualified to City & Guilds/NVQ Level 2 or 3 (desirable) in the recognised trade qualification.
- Qualified to work with Central heating, Water heaters, Pipework, Unvented hot water.
- Holds 2 technologies (OFTEC, Gas Safe, F-Gas, Unvented (G3)) with a minimum of 2 years' experience in one of the technologies. Preferably, one technology would be in gas, but not exclusively and dependant on current needs of the business.
- Evidence of continually developing professional knowledge.
- Full clean driving licence.

#### Experience:

- Have at least 4 consecutive years' experience of working in domestic plumbing, with basic knowledge and fault finding on heatpumps.
- Working as part of a team undertaking cyclical and servicing contracts.
- Providing a customer focused service.
- Undertaking the delivery of a range of projects on time and within budget.
- Achieving challenging targets and objectives.
- Evidence of achieving excellence in review and delivery of services and commitment to continuous improvement.
- Experience in a leadership role, for example leading project teams.
- Managing a team of staff and carrying out supervisory responsibilities. (D)
- Experience of managing team performance. (D)

## **Knowledge/Skills:**

- Ability to identify plumbing defects and their remedies.
- Ability to lead and manage staff.
- Budgeting and financial skills.
- Have interpersonal skills.
- Up to date health and safety knowledge.
- Up to date knowledge of legislative frameworks and key issues relevant to the post.
- Sound knowledge of performance management and how this contributes to business success.
- Project management skills with an ability to plan, organise and prioritise effectively, in order to achieve targets and meet deadlines.
- Able to produce comprehensive quality reporting for effective decision making.
- Able to speak Welsh. (D)
- Ability to deliver results to tight deadlines under pressure.
- Excellent IT skills.
- Sound numerical, reasoning and written communication skills.
- Proven competency to handle confidential and sensitive information.
- Able to set appropriate and challenging performance targets for own team and self.
- Ability to promote equality and diversity in all aspects of employment and service delivery.

