Gas Heating Engineer – single trade

Team	Salary
Property Services – Gas & Electrical	£39,783
Team responsibility	**Line Manager**
No line management responsibility	Compliance Team Leader

The job in a nutshell

You will support the delivery of two main strategic goals; provide reliable, quality services and provide homes where people feel safe and secure. You will carry out plumbing, heating and gas, installation and maintenance work to any property as indicated by the Company, providing an excellent standard of workmanship and customer service, taking ownership of resolving issues and delivering on our customer promises.

Duties and Responsibilities

- Carry out all inspection, servicing, fault finding, repairs, maintenance and installation tasks related to the function of the role
- Ensure all activities are carried out in accordance with relevant standards, risk assessments, legislation and best practice; complete all necessary documentation and promptly return completed documentation to the Team Leader.
- Carry out minor building works including any repair to a gas, sanitary or heating appliance, plumbing or heating system identified whilst already undertaking work in the property.
- Respond to all work-related issues via the Company's communication system, which may include PDA/IT systems.
- Be responsible for compliance with Health & Safety Legislation and for the safety for any recipients of the service.
- Record all work activity carried out and assess and record the materials used.
- Ensure the maintenance and security of plant machinery and vehicles as and when required.
- Champion continuous improvement by identifying opportunities to improve customer experience and increase customer satisfaction and trust.
- Ensure all activities are carried out in accordance with organisational policies, procedures, relevant legislation and regulatory requirements.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
1	November 2026	New JD Template	

The above list is not exhaustive, and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Able to undertake repairs, installation and maintenance of hot and cold water systems, sanitary appliances, above ground drainage and rainwater systems.
- Able to undertake boiler replacement and heating system installation work.
- Able to undertake basic tasks in additional trades
- Competence in use of hand/power tools
- Competent with the use of information technology, i.e. PDA or tablet device
- Knowledge of relevant plumbing, heating and gas legislation and British Standards.
- Proven experience of working in occupied properties.
- Proven experience of carrying out gas safety checks, servicing and repairs of heating appliances, hot and cold water systems and sanitary appliances.
- Proven experience of installing 'one day' heating systems.

Competencies

- **Customer focus** - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- **Working together and communication** - Drives clear communication between teams, coaches others, and builds a culture of respect
- **Takes ownership and delivers results** - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery-focused culture
- **Problem solving and continuous improvement** – solves problems, drives improvements, engages in continuous improvement across teams
- **Adaptable and flexible** - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role-modelling flexibility
- **Risk Based thinking** - Proactively identifies and considers risks and opportunities, embeds risk-aware decision-making, coaches others in effective risk management, and strengthens organisational resilience

Qualifications

- NVQ Level 3 in Plumbing or equivalent
- Gas ACS Competencies – CCN1, CPA1, MET1, MET2, CENWAT, CKR 1, HTR 1
- Full Driving Licence

It's a bonus if you also bring

- ACOPS, Oil, Calor Gas and Heat Pump
- Gas ACS Competencies - DAH1, CMDDA1, CONGLP1
- Energy Efficient (L1)
- Unvented domestic hot water (G3)
- Renewable Energy Accreditation; Solar Thermal, ASHP, GSHP
- Commercial ACS Gas Qualifications
- Proven experience of working in new build properties.

NB: We are committed to supporting people who have a disability. If you have a disability, we will work with you to identify reasonable adjustments which may help you perform the role effectively, where appropriate.