

**Job Description**

**Gas Technician**

**Who are we?**

Community Gateway Association (CGA) is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding area. We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes, and communities. We are tenant-led, community-focused and pride ourselves on delivering high quality services.

**Our Values**

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| **A logo of handshake in a circle  Description automatically generated** | **WE PUT TENANTS AT THE HEART OF ALL WE DO**We know, value and respect our tenants, and work with them to make a difference. |
| A pink circle with a thumb up  Description automatically generated | **WE DO THE RIGHT THING**We act with honesty and integrity, we ask questions and think differently, and do the things that matter. |
| **A blue circle with a notepad with check marks  Description automatically generated** | **WE OWN IT**We take responsibility for our own actions and we deliver on our promises. |
|  | **WE AIM HIGH**We are creative and resourceful, constantly seeking improvements to achieve the highest possible standard. |
|  | **WE ARE ONE TEAM**We value and support each other, build positive relationships, and work together to achieve more. |

**Your role**

The purpose of this role is to provide a comprehensive gas service including breakdown and maintenance within domestic premises in accordance with the relevant regulations, standards and departmental procedures.

**Your Team**

This role sits within the Asset Management Team, whose overarching purpose is to ensure our tenants live in well-maintained and safe homes. The Asset Management Team are responsible for providing an excellent repairs and maintenance service, including grounds maintenance, that meets the needs of our tenants, whilst delivering a value-for-money service to ensure our homes remain affordable.

**Your Manager**

This role may work on a range of contracts, reporting to the Gas Manager.

**Your Key Responsibilities**

* To provide a consistently high standard of customer service to all internal and external customers, ensuring high levels of customer satisfaction are achieved.
* Install / exchange central heating systems, boilers and other heat producing appliances together with the upgrading of associated hot and cold-water services and associated equipment.
* Carry out programmed maintenance, servicing and breakdown repairs in domestic properties and produce accurate records in relation to the work undertaken.
* Confidently undertake basic joinery and other basic trade skills when accessing or installing such as boxing in and boiler housings.
* To carry out dynamic risk assessment prior to every job, identifying potential hazards and ensuring appropriate control measures.
* Maintain and replenish vehicle stock.
* Reading and taking information off job outline tickets or by way of a PDA device.

The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role. This may include weekend work on a call out rota.

**Corporate Responsibilities**

* To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them.
* To follow all CGA’s Health and Safety policies and procedures, promoting and ensuring a healthy, safe and secure working environment for all.
* To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.
* To speak out when you see something that is wrong or that we can improve on.
* To maintain confidentiality and adhere to General Data Protection Regulations (GDPR).
* To remain vigilant about cybersecurity and report any concerns.
* To use all resources appropriately and efficiently.
* To attend and positively engage with all mandatory training.
* To always represent Community Gateway in a positive light and uphold our values and behaviours in all activities.

**How your performance will be measured**

* Objectives and targets set in your Annual Check-in (Performance Appraisal)
* Achievement of team Key Performance Indicators
* Delivery of Team Plan objectives
* Customer feedback
* Supervisor Feedback
* Jobs completed Right First Time



**Person Specification**

**Gas Technician**

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|  | **Essential** | **Desirable**  |
| **Your Experience and Track Record** |  |  |
| Experience of gas related installs and gas servicing, and paperwork in line with Gas Safe regulations | ✓ |  |
| Experience of working in social housing |  | ✓ |
| Experience of working to risk assessments and method statements | ✓ |  |

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| **Your Skills, Abilities and Knowledge** |  |  |
| Good IT skills in order to work with mobile devices to pick up jobs and complete certifications e.g. LGSRs | ✓ |  |
| Ability to work with minimal supervision and demonstrate organisational and time management skills to maximise productivity | ✓ |  |
| Ability to solve problems and suggest improvements | ✓ |  |
| Excellent knowledge of gas repairs and maintenance | ✓ |  |
| Excellent knowledge of relevant health and safety | ✓ |  |
| Skills and ability to carry out basic repairs in other trade areas | ✓ |  |

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| **Your Qualifications and Training** |  |  |
| Qualified to City and Guilds, NVQ Level 2 or equivalent in Gas | ✓ |  |
| Qualified to City and Guilds, NVQ Level 3 or equivalent in Gas |  | ✓ |
| CCN1, HTR1, CENWAT1, CKR1 | ✓ |  |
| Unvented Hot Water & ASHP |  | ✓ |
| A full manual driving licence  | ✓ |  |
| GCSE Maths and English at grades 4 / C and above or equivalent numeracy / literacy |  | ✓ |

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| **Your Approach to Customer Service**  |  |  |
| Demonstrate a positive attitude and an excellent customer focus | ✓ |  |
| Demonstrate excellent interpersonal and customer service skills | ✓ |  |
| Demonstrate understanding and empathy with the needs of diverse groups and individuals | ✓ |  |
| Exceptional listening skills and professional curiosity to really understand what service is required | ✓ |  |

**Values and Behaviours**

Our values guide how we do things here at CGA. We expect all colleagues to demonstrate their commitment to our values and uphold our behaviours in how they carry out their day-to-day work.

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| **DBS check required for the role** (please tick) |
| None | DBS Basic | DBS Enhanced | DBS Enhanced with Adult Barred  | DBS Enhanced with Child Barred  |
|  | ✓ |  |  |  |

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| **Employee Signature** |  | **Date** |  |

