



**SWINDON**  
BOROUGH COUNCIL

## ROLE PROFILE

<b>Title:</b>	Industrial Gas Engineer (Improver)		
<b>Career Family:</b>	Operations and Infrastructure	<b>Date:</b>	05/02/2024
<b>Career Family Level:</b>	8	<b>Reference:</b>	SBC_12252
<b>Reports to (Job Title):</b>	Gas Supervisor		

### Purpose:

You will deliver a first-class repairs and compliance service for our customers, in our homes, corporate buildings and out in our communities. Through a technical and accredited gas qualification, you will ensure that repairs and services are carried out in line with industry standards and best practice, ensuring our properties remain decent and our customers receive the highest level of customer service. As a commercial heating engineer, you will respond appropriately to and repair faults and defects on any type of heating systems, including renewable energy technology. In addition, as an experienced qualified heating engineer you will be keenly aware of the limits of your own competence, and will respond appropriately to, and report faults and defects to others as necessary. You will have a supportive team of experienced commercial heating engineers that are available to support and mentor you and further develop your skills. This will result in further qualifications, a broader knowledge base and experience in undertaking works on your own. This, through ongoing assessment will enable you to develop into a fully qualified commercial gas engineer.

### Accountabilities:

- Using gas engineering experience, carry out complex fault find, repair, install, service and fully maintain key and non-key building components in relation to heating and hot water provision and distribution within commercial properties with support where necessary.
- Using gas engineering experience, carry out complex fault find, repair, install, service and fully maintain components in relation to heating and hot water provision and distribution within domestic properties without support.
- Where a first-time fix cannot be achieved must begin to be able to diagnose and order correct high- value materials and arrange a return visit with the scheduling team
- To be able to install new domestic sized boilers and commission in conformance with gas safety and use regulations without support.

- To work towards being able to install new commercial sized boilers and commission, as well as plant room installs in a team.
- To be able to assess problems, interpret complex information with various types of domestic heating and hot water systems, decide the appropriate measures to correct faults without delays, this requires analytical and judgmental skills
- To learn to be able to assess problems, interpret complex information with various types of commercial heating and hot water systems, decide the appropriate measures to correct faults without delays, this requires analytical and judgmental skills
- To participate in the Councils out of hours emergency service
- To undertake all works and statutory servicing in accordance with the Gas safety and Use Regulations
- To interpret where required technical designs/drawings/specifications/reports as required to undertake an effective repair, service or installation for commercial gas/heating systems
- Analyse and present information, drawing conclusions and identifying trends
- Respond to and resolve enquiries and problems, judging when to pass complex queries on or involve others to deliver a comprehensive service to our customers
- Liaise with internal and external colleagues, contractors, suppliers and customers to resolve technical issues and ensure an effective repair solution.
- Ensure that all work is carried out in accordance with current health and safety regulations, internal policies, risk assessments and safe systems of work
- Participate in and support process improvement activities and projects to improve the service, support continuous improvement, and help Swindon to be a modern, efficient and effective Council.
- To record and document repair and servicing data, either electronically via PDA or on paper
- To maintain the appropriate level of all materials/van stock, tool and plant allocated, in line with policies and procedures
- To order the appropriate spares from external suppliers
- Participate in the training of apprentices and other trainees, report findings to supervisory staff
- Any other duties and/or accountabilities commensurate with the roles seniority to meet the needs of residents, through the application of relevant knowledge, skills and experience within the specialism of the role.

### **Supplementary Accountabilities**

#### **Professional**

- To maintain the required membership of the competent person scheme in relation to the technical discipline
- Provide specialist technical input to solve problems.
- Insightful analysis of information.
- Recommends performance improvement activities.
- You must work in accordance with training or instructions given, make proper use of any personal Protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

### **Context and Dimensions:**

1. The post holder is accountable for managing materials/van stock, tool and plant up to a value of £30k  
Job Scope:  
Purchasing Authorisation £250.00  
Assets: Vehicle, £15,000.00  
Tools and equipment £2,000.00  
Vehicle stock, £2,000.00  
Personal equipment £1,000.00
2. Working Environment:
  - Outside and internal works – working in all weather conditions
  - Hazardous conditions will exist at times
  - Involves working with extremely hot and hazardous materials
  - A high level of manual dexterity and co-ordination is needed
  - Working in confined spaces, i.e. kneeling and crouching and working at high and low levels.
  - Ability to undertake potentially strenuous and physically demanding tasks
3. Potential Risks:
  - Potential exists for aggression and risk of injury,
  - The job occasionally places intense emotional demands on the jobholder, when enforcing the gas safety regulations.
  - Lone working.
4. Decision Making:
  - The Post-holder has a direct responsibility for making decisions, which will affect the future well-being of individuals.
  - Is empowered to make daily decisions working within a structured process.

### **Values and Behaviours:**

Our organisational values express what is important to us, our ethics, ideals and the principles upon which we place significant worth. These values drive our choices, decisions and behaviours:

**At Swindon we do what really matters;** We love 'our' Swindon. We want the best for it. We turn up each and every day to have impact, a place and people to be proud of.

**At Swindon we do things right;** We are accountable to our residents and ourselves to make the best decisions we can, to try new things to make Swindon thrive now and in the future.

**At Swindon we make it happen together;** We work together, with our communities, across the Council and with our partners to get the best we can collectively for Swindon.

Working in accordance to our values we aim to achieve excellence in our behaviours – to get the best for Swindon Borough and us. Our behaviour framework builds on our values and provides examples for each of us of what this means in practice.

#### **Delivering Performance and Results**

- Being determined to achieve our outcomes by committing to the highest standards of individual and collective performance.
- Holding purposeful conversations which challenge, recognise contribution, giving and receiving relevant feedback.
- Being responsible for delivering my results. Results that contribute to the wider outcomes for Swindon Borough

#### **Collaborating and Innovating**

- Taking a Swindon wide view. Understanding the impact of the political landscape for our organisation.
- Looking for appropriate opportunities to work internally and externally in partnership to find new and sustainable ways to do things.
- Being bold, willing to learn in order to meet the needs of our residents.
- Being proactive and accountable – making a difference.

#### **Leading Self and Others**

- Acting in a fair, ethical and authentic way, demonstrating mutual respect and treating one another as professionals.
- Fostering trust, developing ability and accountability.
- Developing the conditions for ourselves and others to thrive to create a one team spirit that we are proud of.

## PERSON SPECIFICATION

Qualifications:	Essential or Desirable
<ol style="list-style-type: none"> <li>1. NVQ Level 3 qualification in plumbing &amp; heating or similar qualification and/or equivalent experience.</li> <li>2. CCN1 - Core domestic gas safety</li> <li>3. CENWAT- Install, exchange, service and repair and commission central heating/hot water boiler</li> <li>4. CKR1- Install, exchange, service, repair and commission gas cooking appliances</li> <li>5. CODNCO1- Changeover domestic Natural Gas to Commercial NG</li> <li>6. TPCP1A- Testing and Purging of Low-Pressure commercial Pipework not exceeding 1m3 in volume, 21mbar operating pressure</li> <li>7. CIGA1- Commission service repair and Breakdown of commercial indirect fired heating appliances &amp; Equipment</li> <li>8. HTR1- Install, exchange, service, repair and commission open balanced and fan assisted flued gas fires and wall heaters</li> <li>9. G3- Unvented hot water</li> <li>10. Additional domestic/commercial gas assessment qualifications</li> <li>11. MCS Heat pump installer</li> <li>12. Full driving licence</li> </ol>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p>
<b>Knowledge and Experience:</b>	
<ol style="list-style-type: none"> <li>1. Comply with Swindon Borough Council training matrix</li> <li>2. 5 years working experience in domestic gas maintenance</li> <li>3. Asbestos awareness training Regulation 10 (COAR2006)</li> <li>4. Demonstrate knowledge of participating in good practices i.e. Health and Safety</li> <li>5. Physically Capable</li> <li>6. To have detailed knowledge of all other building crafts</li> </ol>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>
<b>Aptitudes, Skills and Competencies:</b>	
	E

7. Analytical skills, with an understanding of the theoretical nature of the work they are undertaking, with the ability to draw conclusions and present recommendations.	E
8. Ability to work autonomously to plan, organise and control works/site-based activities, including labour, plant and materials.	E
9. Ability to communicate effectively and cause understanding in others, drawing on technical and specialist knowledge to develop recommendations and guidance.	E
10. Ability to work often independently within a framework of systems/procedures.	
<b>Special Conditions of Recruitment:</b>	
NA	/

<b>Version History:</b>	<b>Person</b>
1. Version created on 19/09/2024	S Porter