

## HEATING ENGINEER

<b>JOB TITLE</b>	HEATING ENGINEER.
<b>LINE REPORT</b>	TECHNICAL MANAGER.
<b>LOCATION</b>	CAMDEN OFFICE, RAYDON STREET , LONDON, N19 5TY.

### JOB & COMPANY INTRODUCTION

GEM is a London-based SME delivering mechanical and electrical services for both the public and private sector. We provide a variety of services from one off installations and servicing, to capital investment schemes and planned preventative maintenance programs with an emergency call out service 24 hours a day, 365 days of the year.

We are looking to expand our Domestic team by hiring a Heating Engineer to deliver exceptional workmanship across our London borough contracts.

### KEY RESPONSIBILITIES

- Diagnosing faults and replacement of central heating components in domestic properties, served by a communal system.
- Conform to relevant technical standards, follow technical drawings and plans to effectively carry out maintenance and improvement works.
- Provide a professional service and represent the company in a way which ensures customer satisfaction.
- Ensure inspections are recorded and faults reported in strict accordance with company, client and regulatory guidelines.
- Complete necessary paperwork to a satisfactory standard.
- Provide callout response for the client as detailed on GEM's callout rota.
- Meet customer and contract expectations by carrying out works in a timely manner to a high standard.
- Work in a safe manner, complying with current Health & Safety legislation and GEM's H&S policy.

### QUALIFICATIONS

- NVQ Level 2 or equivalent in gas, plumbing and/or mechanical sector is required
- It is desirable for the candidate to have relevant gas certificates/ACS qualified, but not essential.

### KNOWLEDGE, SKILLS AND EXPERIENCE

#### Knowledge

- Mechanical and electrical components associated with repairs and installation works.
- Knowledge of HASAWA 1974 and working practices in a construction or building services sector.

- Thorough knowledge in domestic heating systems. (communal experience desired)

#### Skills

- Able to safely isolate and perform repairs on wet heating systems and controls of.
- Pragmatic, efficient and confident approach to decision-making.
- Great communicator, who is able to turn technical jargon into information understandable to different audiences of GEM (staff, clients, customers etc.)
- Translate drawings and schematic diagrams and have a keen eye for detail.
- Have strong diagnostic and problem-solving skills.
- Being organised, keeping your workplace clean and tidy.
- Able to thoroughly examine and investigate issues that arise in a domestic heating setting, and subsequently complete reports on findings with recommendations to resolve and fix the issue(s).
- Able to learn new processes in a reasonably fast-paced way.

#### Experience

- 5 years or more in the installation, maintenance, repair and removal of domestic heating systems within a multi occupancy dwelling/domestic setting (desirable but not essential).
- Use of hand threatening tools and work with steel barrel pipe.
- Proven track record of attempting to solve issues in the first instance, in a manner that will not put the customers at risk of harm.
- Use of a PDA to communicate and report back to a planning/support team.
- Planning, prioritising, coordinating, multi-tasking and completing work assignments within deadlines in a busy environment.

### **SPECIAL FACTORS**

The successful candidate will...

- Be flexible in their work approach to working hours. May be asked to work outside of normal working hours as and when required for GEM to meet its commitments to its contracts. This may be the participation in an "out of hours" call out rota.
- Be fluent in English
- Have a full driving licence UK/EU.
- Be prepared to undergo an Enhanced DBS check as per GEM's terms of employment.