Yorkshire Housing

Gas Multiskilled (Installs)

November 2026



Key information about the role

Gas Multiskilled (Installs)

Business area:
Homes

Reports to:
Gas Installs Team Leader

Leader of others:
No

Contract type:
Mobile

Budget holder:
No

Car Allowance:
No

DBS check required:
Yes

About the role

Role purpose

You ‘ll be responsible for undertaking the installations of gas boilers and heating systems predominantly in domestic properties. You will be a qualified gas engineer and your role will include installation, inspection, testing and certification of works undertaken.

Interacting and providing a professional customer service is key, as in the course of your duties to our customers, you will be the ‘face’ of the organisation.

Our culture is continuously improve, and we have a proven model of undertaking quality control audits and then implementing and monitoring corrective actions. In return, you will be coached, mentored, and will be provided with technical support and training to ensure all work is undertaken in accordance with compliance and statutory standards.

You’ll thrive working in an environment, which encourages and motivates colleagues in providing the best possible quality of work, but also delivering a fantastic customer service.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

Key responsibilities:

To carry out the installation of gas boilers and heating systems in YH properties. Following manufacturer's instructions & in accordance with the relevant Gas Safety (installation and use) Regulations & Yorkshire Housings policies and procedures.

- To record the results of all tests and checks correctly, to ensure adherence with the Gas safety (installation and use) Regulations at all times.
- Use your initiative and resolve work to completion, where possible, at the first visit to a customer, to maximise efficiency and reduce customer inconvenience.
- To ensure that customers are provided a service, in a professional and courteous manner.
- Carry out and complete all required work to the very highest standards of quality, including ensuring customers properties are left clean & tidy and minimal disruption is undertaken where possible.
- Ensure policies and procedures are followed and that the post holders keep up to date with new policies and procedures, especially in relation to safety and compliance procedures.
- To proactively work and support policies and procedures and where necessary in the collection of relevant data.
- Ensure all repairs and inspections are carried out efficiently and within timescales to maximise the performance of the service.
- Use own initiative, resolve where practical any minor/routine technical difficulties on site, customer complaints and if necessary, ensure relevant escalation to team management/relevant departments within Yorkshire Housing.
- Ensure that any safeguarding concerns are reported in a timely manner.
- Assist in the effective delivery of materials working closely with your management and suppliers.
- Ensure PPE & equipment that is supplied is maintained in good order and if necessary, procured following the correct procedure.
- Ensure vehicles are kept in good order and clean, along with advising management of any vehicle issues and adhere to the Fleet Policy.



As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

So, what will you bring to the role?



The main things:

- Previous relevant experience, undertaking Gas, Air Source Heat Pump and Electrical Heating installation, repairs, fault finding and inspection, testing and certifying in occupied domestic properties (minimum 2years experience).
- Formal gas qualification ACS Certificates, CCN1, CENWAT, HTR1 & CKR1 or equivalent
- Membership of a formal body.
- Demonstrate a good knowledge of best practice & understanding of gas safety legislation and standards.
- Demonstrate a working knowledge of current Health and Safety best practice.
- You will have excellent communication skills & be able to use your initiative in resolving low level complaints.
- Experience of problem-solving techniques in a customer facing environment.
- Be able to deal with different priorities and to tight deadlines, whilst maintain high standards of work.
- Ability to be flexible and work as part of team to meet operational needs.
- Able to plan, prioritise and manage workload under pressure to meet tight deadlines.
- Basic IT skills (use of apps, handheld devices/Smartphone)
- Full UK driving license.
- Occasionally you may be required to complete annual services and repairs to heating systems in YH properties. If work demands, it.
- You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to occasional out of hours emergency calls.

It would be a bonus if you have:

- Previous experience working for a Housing Association or some other large organisation.
- Have a broad base of experience in plumbing, heating, building & joinery skills.

Our Yorkshire Housing values

What are they?

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

Create trust

- Do the right thing, not the easy thing
- Be honest and open
- Do what you say.

Be curious

- Think differently
- Ask questions
- Keep learning.

Make it happen

- Own it
- Do it
- Be empowered

Achieve impact

- Do things that matter
- Deliver results
- Show pride and passion.

Have fun

- Enjoy work
- Be yourself
- Stay connected.

