

Yorkshire Housing Role Profile

Job title:	Gas Multi Skilled Operative	Leader of others:	No
Reports to:	Gas Team Leader	Contract type:	Mobile
Business Area	Repairs- Homes and Places	Budget holder?	No

Job purpose

You'll be responsible for undertaking, annual gas services/safety checks and maintaining gas boilers/heating systems. Following manufacturer's instructions and in accordance with the Gas Safety (installation and use) Regulations and Yorkshire Housings policies and procedures. Interacting and providing professional customer service is key, as in the course of your duties to our customers, you will be the 'face' of the organization.

Our culture is to 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 fantastic customer service.

Key responsibilities

- To carry out annual gas services/safety checks, repairs and maintain gas boilers in YH properties following manufacturer's instructions & in accordance with the relevant Gas Safety (installation and use) Regulations & Yorkshire Housings policies and procedures.
- As part of a team, you will be on a Rota to provide out-of-hours emergency cover for our customers.
- 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 maximize 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 done efficiently and within timescales to maximize the service's performance.
- 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.
- **The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed.**

What you'll bring to the role

The main things:

- Previous experience, servicing & maintaining heating systems in a domestic environment at high volume. (ideally 2 plus years)
- 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 maintaining high standards of work.
- Ability to be flexible and work as part of a team to meet operational needs.
- Able to plan, prioritize 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/qualification of working in a commercial environment.
- Previous experience working for a Housing Association or some other large organization undertaking high volume gas servicing.
- Have a broad base of experience in plumbing, heating, building & joinery.

Our values:

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.

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.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity, and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.