

Job Description

Job title	Renewable Heating Engineer
Directorate	CCO (Customer)
Accountable to	Technical Manager - Commercial and Renewables

Job Purpose:

The role will undertake renewable technologies responsive repairs, servicing, post audit contractors work reporting back to the technical manager, instructing customers of usage in order to achieve optimum performance from the system and the installation of renewables technology systems and other associated gas appliances within Sovereign Network Group (SNG) customers' homes in accordance with prescribed work schedules, the Gas Safety (Installation and Use) regulations and to SNG's established standard procedures set for delivery of exceptional customer service.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by Technical Manager - Commercial and Renewables, this role will deliver key accountabilities. The role will work within defined procedures with a limited degree of supervision/guidance whilst being accountable for individual results and the impact these may have on SNG.

Key Accountabilities:

- Carry out routine servicing of renewables technologies in accordance with MCS standards, manufacturer's instructions, H&S regulations and SNG's policies and procedures.
- Install renewable technology systems, including fault diagnosis and rectification, in order to meet work schedules and in accordance with current MCS standards and SNG policies and procedures.
- Remain familiar with and sustain updates of industry led standards, including compliance with all current health and safety legislation and British standards to ensure SNG's compliance at all times.
- Use mobile IT equipment and paper systems to complete appropriate records of all appliances serviced or installed to provide accurate and timely information which enables SNG to comply with government and other regulations.
- Apply knowledge and skills to record and report on status and condition of renewable technology systems encountered. This is to enable appropriate information to be fed into reports including recommendations concerning future maintenance and safe use of appliances and equipment. If more complex defects are exposed, then these should be referred to the Line Manager for identification of the necessary remedial action.

- Estimate, requisition and recommend the acquisition of necessary materials and spares to ensure that appropriate satisfactory breakdown repairs and installations are carried out in accordance with current MCS standards.
- Manage vehicle material stock by ensuring correct booking and frequent replenishment of items used.
- Liaise with both internal and external customers appropriately and promptly, to ensure those connected or involved in your work are aware of progress and action taken or action required to rectify the identified defect/s.
- Participate effectively in mobile working by accurately operating the electronic recording system where issued, or paper systems, to plan appointments and for record of job order/s including transmission and maintenance of timesheets, work completion status, vehicle records, materials management and progress against target objectives set for, time, cost and quality.
- Participate in the delivery of out of hours call out service in accordance with SNG's current policies and procedures.
- Operate within the existing SNG code of conduct promoting a positive image as a local community service provider to ensure all customers receive the best possible effective and efficient service.
- Establish, develop, and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate objectives.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Competent gas engineer with ACS Domestic Gas- CCN1, CENWAT1, HTR1, CKR1, CPA1.
- UHW Unvented Systems.
- NVQ Level 3 plumbing and heating or equivalent.
- Experience of working both as a team and independently.
- Confident in using IT technology such as iPads.

- Highly motivated individual, with a keen interest in the renewables sector.
- Cross functional ability and willingness to work across all SNG regions (localities).
- LCL (or equivalent) Level 3 Award- Installation and Maintenance of ASHP'S.
- Demonstrable knowledge and experience within the renewables industry.

Desirable

- City & Guilds 2079 F-GAS Cat 1 (or equivalent).
- Manufacturer heat pump qualifications.
- MVHR (experience qualification).
- Solar PV (experience qualification).
- Solar Thermal (experience qualification).
- WRAS Water Supply Regs.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4549	Dean Roberts	04/09/2024	
2.0	4549	Andy Hoskins	17/10/2024	