

Job Description

Job title	Domestic Heating Engineer
Profession	Property Maintenance & Technical Assurance
Band	TRADE
Directorate	CCO (Customer)
Accountable to	Technical Manager - Heating

Job Purpose:

The role involves carrying out gas servicing, heating breakdown repairs, and the installation of central heating, hot water systems, and other appliances in Sovereign Network Group (SNG) customer homes. All work must be completed in line with prescribed work schedules, the gas safety (installation and use) regulations, and SNG's established procedures, ensuring the delivery of exceptional customer service.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

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

Key Accountabilities:

- Carry out routine servicing of gas appliances in accordance with current gas regulations, health and safety legislation, and SNG policies and procedures. This includes the routine inspection of other domestic installations in line with the SNG's gas procedure.
- Install central heating systems, hot water systems, and other heating appliances, including carrying out fault diagnosis and rectification, in line with work schedules, current gas safety regulations, and SNG policies and procedures.
- Ensure SNG remains compliant at all times by staying up to date with gas safe register technical bulletins, health and safety legislation, gas regulations, and Awaab's law.
- Use mobile IT equipment and paper systems to complete appropriate records of all appliances serviced or installed. Provide accurate and timely information which enables SNG to comply with government and other regulations.
- Apply appropriate knowledge and skills to accurately record and report the status and condition of central heating and hot water systems encountered. This information will be used to support reports, including recommendations for future maintenance and the safe operation of appliances and equipment. Any complex defects identified must be referred to the Technical Manager - Heating to determine the required remedial action.
- Estimate, requisition and recommend the acquisition of necessary materials and spare s to ensure that appropriate satisfactory breakdown repairs and installations are carried out in accordance with

current gas safety regulation. 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 the work are aware of progress and action taken or action required to rectify the identified defect/s.
- Participate effectively in mobile working by accurately using the electronic recording system (where issued), or paper-based systems, to plan appointments and record job orders. This includes the transmission and maintenance of timesheets, work completion status, vehicle records, materials management, and monitoring progress against time, cost, and quality targets.
- 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.
- Observe and comply with policies and procedures for Health and Safety at Work and observe and continually promote equal opportunities and customer care in compliance with organisational aims and objectives.
- Demonstrate a strong commitment to developing and embedding safety, collaboration, inclusivity, and performance cultures within the team.

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

- Accredited Certification Scheme (A.C.S) Gas qualifications in CCN1, CENWAT, HTR1, CKR1, unvented hot water.
- Demonstrable experience as a domestic Gas service and breakdown engineer.
- Full UK Driving Licence.

Desirable

- Accredited Certification Scheme (A.C.S) Gas qualifications in Plumbing NVQ 2.
- Experience working for social housing.

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	4154	Rebranded	18/12/2025	03/02/2026
2.0				