



Job profile

Heating Engineer Apprentice

Group: Housing, Environment & Healthy Communities

Service: Housing, Compliance and Traded Services

Location: Shearlegs Road, Gateshead

Line Manager: Mechanical Manager

Car User Status: N/A

Job Purpose

To obtain the skills and knowledge to complete the level 3 Building Services Engineering Craftsperson apprenticeship through the work-based assessment and training college, and install, repair and maintain installations within Gateshead Council building stock.

The key roles of this post will include:

Although the duties may vary, they will be carried out at all times whilst supervised by a suitably trained tradesperson working to current risk assessments and method statements associated with activities involving:

1. Promoting a positive health, safety and working culture.
2. The installation of domestic/commercial, heating/plumbing systems and appliances.
3. To carry out repairs by (fault finding) to domestic & commercial mechanical/plumbing systems and appliances.
4. To carry out repairs to hot and cold-water systems, sanitary ware and drainage systems, both domestic and commercial.
5. To liaise with tenants/clients with regard to programmes and progress of work.
6. To ensure compliance with appropriate specifications and drawings, including inspection, testing and commissioning.
7. To have good relationship with customers and be dedicated to the provision of an exceptionally high-quality service.
8. To maintain good conduct, attendance and timekeeping, and a good quality of work at all times
9. Work as part of a team with other trades in Housing, Compliance and Traded Services.
10. Any other duties assigned by the manager/supervisor.



Knowledge & Qualifications

Essential:

Knowledge/Experience of:

- Ability to follow instructions.
- Effective communication skills.
- Ability to work as a team member
- Interested in heating engineering
- Ability to form effective working relationships with colleagues
- Good organisational skills
- Reliable
- Punctual
- Self-motivated
- Committed to self-development

Qualifications

- 5 GCSE's level 4-9 / A to C or equivalent including English and Maths.
- Full driving licence or a commitment to acquire full driving license within 2 years of appointment at own expense.

Desirable:

Knowledge/experience of:

- Previous projects where initiative was demonstrated
- Knowledge of IT systems.
- Experience of team working
- Previous work experience (e.g. voluntary work, weekend work)
- Basic knowledge of role of a Heating Engineer



Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences