Building homes, independence and aspirations

Job Profile

Job Title	Gas Engineer Multi Skilled		
Job Reference No.	HOMEJD952	Date of issue:	April 2026

The job in a **nutshell…**

You'll be responsible for carrying out high quality, right first-time gas servicing, maintenance, and installation works across responsive, void or compliance servicing workstreams.

All aspects of gas works will be undertaken and a multi-skilled approach to completing the whole job, aligned to recognised standards for compliance and quality.

You will deliver high levels of performance, productivity, cost-effective services aligned to the Home Group vision and values and delivered in a customer focussed way.

What **success** will look like**…**

You will work individually and as part of a team to undertake servicing, installation and repairs to domestic gas installations and appliances.

You will have a multi-skilled, whole job repair approach which delivers high level of individual and team performance, and you will deliver recognised industry standards for compliance, quality and productivity.

Jobs will be undertaken with a "right first time" culture, delivering on our customer promise. You will act as a role model demonstrating the Home Group values in all interactions and behaviours.

Electronic mobile technology is accurately and effectively used to record details of each individual job in real time.

You will take responsibility for your own productivity and performance ensuring you contribute positively towards the key performance indicators for the business.

You will be fully conversant with all relevant Health and Safety legislation including CDM regulations, adhering to all group risk management processes and procedures with commitment to ensuring personal responsibilities to yourself and others are being discharged.

You may also be required to assist working on domestic hot/cold plumbing systems in times of high demand

You will be accountable for all Home Group issued equipment e.g. Vehicle, Materials, Plant and electronic equipment, including managing your own van stock and replenishments effectively.

You will be willing to contribute to service improvements and initiative and undertake any organisational and vocational training as and when required.

You will always be passionate about delivering an exceptional customer service and will work and collaborate with other team members to ensure a positive team approach.

You will be willing to participate in call-out activities as part of a rota, if required.

You'll already have these **brilliant** skills, qualifications and knowledge**...**

Transferable Skills.	Technical qualifications, experience and knowledge.
We have an eye for detail • Applying legislation, working within policies and procedures • Using and recording information accurately and timely • Working in a safe, effective, caring and well-led way	**Gas Safety Qualifications** • C&G NVQ Level 2 or 3 in plumbing and heating, or equivalent qualification • ACS accreditation including CCN1, HTR1, CKR1, CPA1 and CENWAT • Clear understanding of current gas safety regulations, ACOPs and compliance standards
We get where our customers are in their lives • Walk in our customers shoes • Understand how your role makes a difference to our customers • Recognise each customer is different and adopt a flexible, personal approach	**Domestic Gas Servicing and Repair** • Proven experience carrying out gas servicing, maintenance and repairs in domestic properties • Confident fault finding across gas appliances and heating systems • Consistent delivery of right first-time, high quality gas and heating work
We are self-starters • Be well organised • Be proactive • Strive to get it right the first time	**Health Safety and Mobile Working** • Strong working knowledge of health and safety legislation, including CDM regulations • Experience working safely at height and following risk management processes

	• Confident use of electronic mobile devices to record job details accurately in real time

We'd also love you to have, or be **brilliant** at… (but don't worry if not)

ACS accredited in CNGLP1, DAH1, CMDDA1, MET1, HWSS and experience / knowledge of solar heating systems and ground/air source heat pumps.

Access equipment and working at height training e.g. easi-deck/mobile elevated work platforms

Experience of using an electronic mobile device to record job information in real time.

Experience on hot/cold plumbing installations, including sanitary-ware and drainage systems.

We're all **accountable** for…

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you … they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff…

Budget Holder	No	Budget value up to £	Enter value
Manages People	No	# of direct reports circa	Enter value
Travel	Frequent	Driving Essential	Yes
DBS	Basic		


We have an eye for detail
We are intuitively collaborative
We have a win-win mentality
Accountable
We get where our customers are in their lives
We unleash the potential of others
Caring
Brilliant people
we are one team, unique and valued
We are organisers and drivers
We are self-starters
We are great influencers
Energised
We have creative spark
We know how the world works and our place in it
Commercial