

Role Profile

Gas Engineer / Advanced Plumber

In-House Repairs

Reporting Structure	Reporting directly to IHR Team Manager and contributing to the Loreburn's Operations Directorate.
Salary Band	Band – TF: + on call rota payments Appointment to the salary scale point will be dependent upon skills and experience. Salary progression will occur annually on an incremental basis until the top of the scale is reached, provided delivery of role requirements are demonstrated.
Contract & Hours	Permanent - 34 hour week, worked over 4 days between 8am and 5pm, long weekend every 5 weeks.
Workbase	This post involves regular travel within the geographical region for which the post covers (East or West). A requirement to cover other areas through the region from time to time.

Role Summary

As a Gas Engineer/Advanced Plumber, you'll have a hugely important role to play in the team to provide a high quality customer focused service ensuring our values are lived in your day-to-day work. A typical day might include attending to gas boiler and radiator repairs, as well as general plumbing repairs.

Our approach is very much 'one team' and so you'll collaborate with your team – and others – to achieve positive outcomes for our customers and communities. Although you'll be supported by your team, being comfortable working by yourself, and feeling confident to resolve issues wherever you can, is important. You'll need to be a friendly and approachable person with a positive approach, who is solution focussed and utterly committed to delivering an exceptional customer experience.

The post holder will also provide support to other trades when necessary.

The position requires a time served plumber with a full valid driving licence who is able to participate in an on call rota.

Our Service Commitment

Delivering a great service experience runs through all we do at Loreburn. This commitment extends to how we work with one another internally, building a culture of respect and professionalism in every interaction.

We take pride in taking ownership of issues, focusing on effective solutions, and applying the principles of our MGI customer service training to deliver consistently high standards. Whether resolving a tenant query, supporting a colleague or leading a team, we are all responsible for creating an experience that feels responsive and solution focused.

This means we:

- Demonstrate care and professionalism in our interactions
- Use initiative to resolve issues and avoid unnecessary delays
- Take personal accountability for the quality of service provided
- Apply learning from our MGI training to enhance service experience
- Work together to deliver joined-up services and support
- Are proactive in improving services and sharing good practice

Regardless of role, this commitment underpins how we work. For those in leadership and management roles, it also means creating the conditions for others to succeed: modelling our values, leading by example and ensuring teams are equipped and empowered to deliver an exceptional service experience for everyone we connect with.

Key Responsibilities

- Carrying out a range of gas maintenance and plumbing repairs, which may include:
 - Gas boiler and radiator repairs
 - Gas safety checks to void properties
 - General plumbing maintenance
 - Fault finding and diagnosis
 - Assisting with other trades as and when required
 - Ensuring your vehicle is safe and well maintained
- Managing your own performance and any staff you may be responsible for
- Ensuring you take reasonable measures to limit carbon emissions and reduce energy & resource consumption
- Monitoring and controlling any stock you may need
- Attending and participating in training events and supporting the practical learning of Trade Apprentices

- Managing risk and promoting risk awareness, prioritising work in relation to the risk analysis
- Participating in the on-call rota for evening and weekends to provide an out-of-hours service to customers
- Updating databases ensuring any updates are timely and accurate
- Complying with all Loreburn's Health and Safety policies, procedures and guidelines
- Caring for and ensuring plant and equipment is respected List as required

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required of the role will be appropriate to the role and salary grade.

Person Specification

Category	Requirement	Essential or Desirable
Qualifications	Must have CCN1, CEN1, CKR1, CPA1, HTR1, and WAT1 qualifications plus post qualifying experience	E
	Have working knowledge of Health & Safety and risk management in the workplace	E
	Recent training in Power Tools, Manual Handling, Asbestos Awareness, Abrasive Wheels, Sharps, Working at Heights or First Aid.	D
Knowledge & Experience	Basic understanding of IT (use of apps, for example) and a willingness to learn our systems to update data	E
	Experience working in social housing or the private sector	D
	Experience providing support and guidance to apprentices	D
Abilities, skills and attitude	Excellent customer service skills with flexibility and willingness to respond to changing needs and priorities of the role and team.	E
	Ability to plan workload, organise materials, manage and monitor van stock levels to ensure first time fix	E
	Ability to work to the agreed programme and timescales to complete all works on time providing accurate notes and job information.	E
	Self-motivated with the ability to work independently, whilst also being a great team player to get the job done.	E

	Demonstrable commitment to Loreburn's core values.	E
General	Ability to participate in the on-call rota to provide an out of hours service.	E
	Ability to be flexible in your approach to ensure jobs are completed.	E
	Possession of a full Valid UK driving licence (max 3 points)	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £ with annual progression
- **Hours:** 34 hours each week (4-day week working Monday to Friday – 8am – 5pm, days off as per position on rota)
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** Minimum 5% employee contribution and 8% employer contribution with additional option for salary sacrifice.
- **Probationary period:** 4 months (external) / 2 months (internal)

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies
- Westfield Health cover and cash plan
- Health and wellbeing initiatives
- Paid volunteering days
- Learning and development culture
- Long Service rewards
- Paid professional fees

Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -

G	R	E	A	T
Growth Mindset	Respect	Exceptional Tenant Experience	Accountable	Together
We learn, grow and change to be the best we can be.	We care about all that we do and treat others with fairness, empathy and professionalism.	We are responsive and deliver a positive and professional service.	We take ownership of our responsibilities and deliver on our commitments.	We collaborate and work as 'one team' to achieve shared success.

We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.