

Person Specification

Post title	Housing Repairs Technician - Heating Engineer	Grade	E
Department	Responsive & Voids / Planned & Cyclical	Post ref	

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Employee Assessment
Delivering value for money and quality services	Interview
Communication	Interview
Team working	Interview

Skills	Essential/Desirable	Assessment
Excellent communication skills – verbal and written	Essential	Interview/Application
Excellent interpersonal skills - face to face and telephone	Essential	Interview/Application
Meeting deadlines	Essential	Interview/Application

Knowledge	Essential/Desirable	Assessment
Building Construction and Repairs and Maintenance	Essential	Interview/Application
An understanding of Local Authority and Social Housing	Desirable	Interview/Application

Experience	Essential/Desirable	Assessment
Building Construction and Repairs and Maintenance	Essential	Interview/Application
Dealing with the public and other outside agencies	Essential	Interview/Application
Diagnosis and fault finding in plumbing and gas central heating systems.	Essential	Interview/Application

Qualifications	Essential/Desirable	Evidence
City & Guilds NVQ level 3 (Plumbing/Heating Engineer) or equivalent	Essential	Application/Documentation
A current valid driving licence	Essential	Application/Documentation
Relevant Gas Qualification for the repair, installation and maintenance of gas systems	Essential	Application/Documentation
A multi-skilled Tradesperson qualification	Desirable	Application/Documentation

Additional information / other requirements of the post
<ul style="list-style-type: none">• The post involves driving and so the Post-holder will be required to undertake relevant DVLA licence checks.• The Post-holder may be required to work out of normal working hours / attend evening meetings / work weekends and / or Bank Holidays as part of their role.• The Post-holder may be required to work as part of the Emergency Out of Hours Standby Service as part of their role.
Date produced / last amended
November 2019