



Gas and Heating Engineer

£35,593

Interested in making a change?
Apply online at beacon.cymru/jobs

About Beacon

Beacon Cymru results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

At Beacon we're a team in the truest sense of the word.

We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

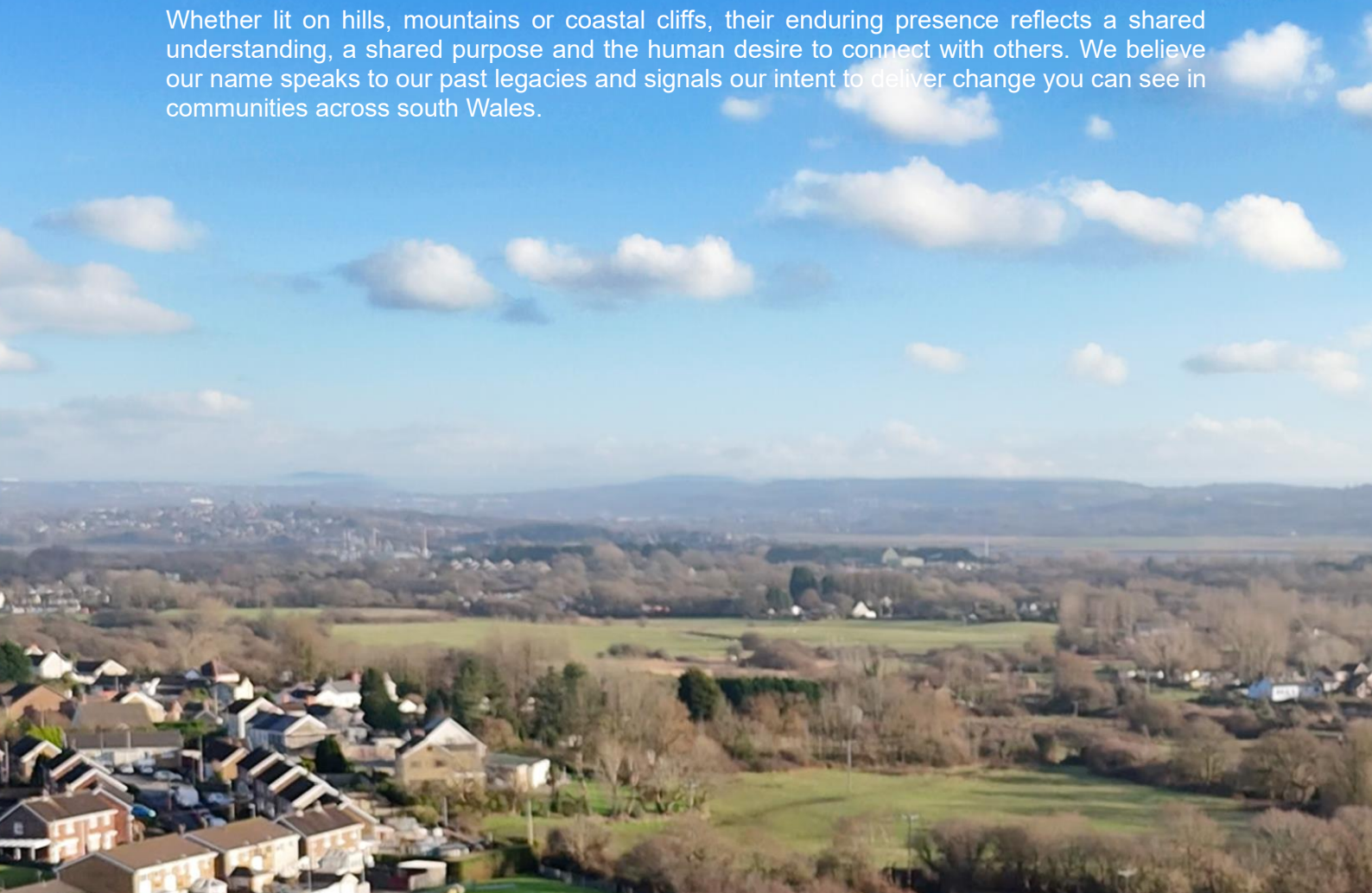
We employ almost 380 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

We aim to be a 10,000 home organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents.

We aim to deliver a greater number of new, high-quality homes each year; we're focused on growth and investment in existing homes and services, and we're a more resilient organisation with a wider geographical reach.

Beacons have illuminated human history as symbols of hope, guidance, and connection. They've been used by countless cultures to communicate across vast distances; their glow unites people, providing direction, carrying messages, and marking celebrations.

Whether lit on hills, mountains or coastal cliffs, their enduring presence reflects a shared understanding, a shared purpose and the human desire to connect with others. We believe our name speaks to our past legacies and signals our intent to deliver change you can see in communities across south Wales.



Job Title: Gas and Heating Engineer

Place of work: Neath, Port Talbot, Bridgend, Camarthen

Hours of work: Monday-Friday 40 Hours [Plus out of hours cover on a rota basis]

Job Summary

This role is for a Gas and Heating Engineer to join our highly motivated and successful in-house Heating Team, who are currently achieving a 94% customer satisfaction score!

We really care about the people and communities we serve, and we need skilled caring people to help us serve those communities. The role will be to cover all aspects of plumbing and heating repairs, providing variety in your day-to-day role. You will occasionally carry out reactive repairs, attending people's homes, ensuring high levels of customer satisfaction. Other times you may carry out new boiler installs and gas servicing.

You will be provided with a company vehicle and will be responsible for purchasing your own materials and managing your own stock. You will be expected to manage your workload via a workplace app and liaise with the Scheduling Team, to ensure you get the job done right first time where possible.

You will be expected to always engage with health and safety initiatives, ensuring the safety of yourself, your colleagues, and the people we serve.



Purpose of Role

- To maintain any reporting systems that the Association chooses to operate to monitor repairs and the effectiveness of the service. This may be a computerized IT / PDA system or more traditional written system.
- To ensure your vehicle is kept well stocked and in an orderly and professional manner. To maintain levels of stock under your control to complete repairs where possible during the first visit and ensure correct procedures are followed and paperwork produced for the materials invoicing system.
- To provide small power and hand tools as necessary to conduct your work.
- To alert the relevant Maintenance Officer where there are larger or more substantial works required at a property.
- To alert the relevant Community Housing Manager of any problems with a tenant's occupation of a dwelling or who may require additional support or adaptations to be able to manage their homes.
- To take part in the operation of the emergency out of hours service on a Rota basis for which additional pay and / or time off in lieu will be agreed.
- To collaborate with other tradesmen (both Beacon and external) where two or more people or trades are required to undertake the work. To be willing to provide support and training as necessary where apprentices are used.
- To take responsibility for your own professional training and learning and ensure you maintain registration of suitable bodies (i.e., Gas Safe, , etc) to enable you to conduct your work safely and competently.
- To keep a record of any routine repairs that you may identify schemes where work can be undertaken during quiet periods.
- To work in void (empty) properties and if necessary, liaise with other trades / contractors to ensure the work is completed within agreed timescales.
- To deputise for other members of the Maintenance Trades Team as required by carrying out similar duties across the Group's housing schemes.
- To attend and participate in team meetings.
- To generally assist the Group's Officers with any tenant consultation or other exercise that encourages tenant participation and involvement.
- To undertake training as required, whether identified by self or others in the Group.
- To comply with Health and Safety regulations and the Group's working procedures.
- To treat colleagues and clients in a fair and non-discriminatory way.
- You demonstrate a social conscience and believe in putting the customer first and doing what's right for them.

Daily Responsibilities

1. To deliver a high quality and responsive gas and heating repairs and replacement service across the association's properties.
2. To have excellent diagnostic skills in determining faults and repair work on a range of heating, plumbing and gas systems.
3. To install and replace a range of systems including but not exclusive to boilers, fires, cylinders, pipework, bathroom suites, etc.
4. To understand a wide range of boilers and heating systems and be experienced in the servicing and certification of these components.
5. To conduct servicing of boilers and heating systems as required.
6. To take responsibility for repair jobs ensuring they are seen through to completion to a high standard.
7. To co-ordinate any repairs that are not complete and need returning to keeping residents, staff, etc. informed of any delay and timescales for completion.
8. To keep residents informed of any on-going jobs where you have been unable to complete or access re-arrangements have to be made.
9. To report any larger repairs outside the scope of your service to Maintenance Officers / Schedulers or other Contractors and provide a diagnosis of the repair along with likely materials required.
10. To arrange access and joint visits where necessary if additional contractors are required (i.e., If electricians, gas engineers, rubbish removal, etc. is required as part of the repair work.)
11. To ensure any further repairs identified at properties are either undertaken whilst on site, rearranged for alternative dates or reported to the Maintenance Scheduling Team should other trades or personnel be required.

General Responsibilities

- Previous experience of undertaking gas and heating repairs to a range of systems and carrying out large volumes of reactive repairs
- Knowledgeable with a wide range of heating systems and components and be experienced in servicing them
- Replacement of boilers, fires, cylinders, pipe work and associated components
- Basic IT skills
- The ability to maintain and provide written records as required
- Be aware of Health & Safety issues around maintenance repairs and when working in occupied and empty properties

NB. *This is not exhaustive and may change to meet the needs of Beacon Cymru Group.*

Specification

The Gas and Heating Engineer must possess a high level of skill, knowledge, and experience of plumbing and heating work, with a demonstrated knowledge of the following regulations, as such ***you must be a qualified Gas Engineer to apply for this role.***

Essential skills	NVQ Level 3 in Plumbing and Heating
	CENWAT
	CPA 1
	CCN 1
	HTR 1 (Not Essential)
	CKR1

Desirable skills	Good organisation of work and appropriate time management skills
	Receptive and responsive to change
	Good IT skills
	Willing to undertake any training that will develop the role and themselves

Next steps

If this seems the job for you can apply online 24/7 right up until **1st September 2025**

You can save your progress through our online application system so you don't need to do the entire thing in one go.

Here's a whistlestop tour of our typical recruitment process so you know what to expect:

- Complete and submit the application form online before the closing date and time shown
- We'll review all applications and let you know whether or not you've been shortlisted

If you are, we'll invite you to come and meet us for an interview **12th September**

- Alongside interview, we might also ask you to complete some tasks or tests, depending on the role you've applied for
- If you're successful, we'll make you an offer (hopefully one that you can't refuse!)
- Once you've accepted our offer, we'll follow up your references and check your eligibility to work in the UK – if the role requires it, we'll also carry out a DBS check
- Once that's all done, we'll send you a contract and confirm your start date
- Welcome to **#TeamBeacon!** There's a 6 month probationary period from your start date and your manager and HR will support you throughout.

Our benefits

Beacon offers a wide range of benefits including:



30 days annual leave, plus an additional 2 days leave at Christmas!



Enhanced family friendly leave, including paid dependency leave.



Defined contribution pension with included life assurance of 3 times your salary.



Enhanced company sick pay.



Extensive wellbeing offer.

Want to see the full range of benefits?
Visit beacon.cymru/jobs

