

# OUR CORE VALUES



## Commercial Heating Wet Worker Engineer

**Department:** Commercial Service Department

**Reporting to:** Commercial Department Manager

**Hours:** Monday – Friday, 08:00–17:00

### Description

We are currently looking to employ an experienced Commercial Heating Wet Worker Engineer to join our Commercial Service Department. As part of this role you will be required to install, maintain, and repair pipes and fixtures (i.e. radiators, cylinders) associated with district heating systems in residential properties. You will carry out testing and inspection on heating systems, identifying any faults and carrying out repairs to the highest possible standard.

### The ideal candidate will hold the skills and qualifications below:

- Strong analytical, problem solving and decision-making skills
- Good listening skills and strong verbal communication skills
- Effective time management skills
- Excellent customer service and interpersonal skills
- mechanical and Technical Skills

### Main pre-requisites

- Analyse faults/issues and identify appropriate tools and materials for repair, using saws and pipe cutters as necessary
- Adhere to the highest H&S standards at all time, complying with company H&S procedures

- Write reports documenting any faults and a summary of actions taken
- Perform inspections of plumbing systems to identify and replace worn parts
- Isolate and cap radiators/valves when found to be leaking
- Replace/install radiators and ancillary pipework where required
- Replace/install 2 and 3 port control valves and immersions, wiring the controls accordingly
- Replace/install cylinders, thermal stores, tanks and ancillary equipment
- Upgrade/repair heating and hot water services
- Replace/repair pipework, tap stats, isolation valves and mechanical plant where required
- Always deliver the highest level of customer care, exceeding service delivery expectations and delivering 'The Perfect Repair'
- Complete and maintain site logs (written and electronic)
- Responsive callouts associated with heating / hot water systems, delivering a high level of first-time fix
- Emergency call out based on rota system

### Benefits of working for us

- Established in 1966 we now employ over 400 members of staff, yet remain a **family run business, with strong family values**
- Envidable reputation for **high staff retention** rates
- Role specific training and development
- **Equal opportunities employer**, with a culture to promote from within
- **Mental Health** awareness and resources
- We promote **cycle schemes** to encourage healthier lifestyles
- Yearly **annual leave increase** after 5 years of service
- Open door policy
- **Living Wage** employer
- Members of **the 5% club**



### Interested in applying?

Please send a copy of your CV to [pete.garvey@smithandbyford.com](mailto:pete.garvey@smithandbyford.com)