

## HVAC ENGINEER

<b>Job Title:</b>	HVAC Engineer – Central Bedfordshire Council
<b>Department:</b>	Engineering
<b>Reporting to:</b>	Regional Manager
<b>Responsible for (staff):</b>	N/A
<b>Location:</b>	Filed based - Bedfordshire
<b>General Purpose of Role:</b>	To carry out planned and reactive HVAC maintenance tasks safely and to a required service levels. To provide first line response to all emergencies during normal working hours and out of hours when on call

## ACCOUNTABILITIES

- Undertake all allocated HVAC reactive and planned maintenance tasks to an agreed standard.
- Complete tasks within SLA requirements, with work orders opened and closed in real time.
- Timely completion of reactive and planned works carried out to agreed standards, achievement of first fix and maximising equipment uptime.
- Effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions and escalate where necessary.
- Provide regular updates to helpdesk and planning team on task status.
- Provide HVAC technical support as required, e.g. advice regarding major operational issues.
- Carry out work in accordance with all health and safety requirements and adhere to best safety working practices at all times.
- Ensure parts and materials are ordered in a timely manner through company processes. Fit parts or components as prescribed by company procedures.
- Ensure appropriate audits and checks are carried out in line with standards provided.
- Deal with and make safe all health & safety related works following processes laid down by organisation's Health and Safety Policy.
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- Proactively manage task volumes in conjunction with the helpdesk and planning team.
- Notify the helpdesk and planning team of procedural task condition on completion of works.
- Complete engineering surveys and technical reports as necessary and cascade all key data to relevant personnel.
- Attend training courses as and when necessary to ensure skills are kept up to date to meet customer needs.

## KNOWLEDGE AND SKILLS

### Specific Qualifications:

- Recognised Engineering Qualification
- Full driving licence
- F-Gas qualification is desirable, but support will be given to achieve if not already held

## VALUES & BEHAVIOURS

### Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

### Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

### Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others