

Job Title	First Call Operative
Department	Emergency & Metering
Reports to	First Line Manager
Grade	First Call Operative (will be matched to appropriate level of the pay framework in line with qualifications and competencies)
Purpose & Overview	<p>The purpose of the job is to contribute to a cost effective, customer focused and a reliable gas service by undertaking a variety of different roles and responsibilities across the network as individual or as a team, within the Emergency & Metering department.</p> <p>The job holder will be trained to an appropriate standard to carry out the duties allocated and will receive direction from a First Line Manager or equivalent.</p> <p>The job holder may well be an experienced practitioner in one aspect of the work, but, with appropriate training may also undertake activities across a wider cross section of work.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Receive instructions and requests, plan, organise and make the appropriate arrangements to ensure that work is carried out efficiently and safely. • Carry out all aspects of metering works, e.g., Fixes, Exchanges, Repairs and maintenance for all domestic and some non-domestic premises on both traditional and Smart meters including dual fuel and electric. • Provide outstanding customer service to all internal & external stakeholders and drive company priorities and values. • Respond to emergencies such as Public Reported gas escapes, Carbon Monoxide related calls, pressure problems and no gas situations. • Undertake testing, survey, detection, and diagnostic work which may be of a non-routine nature, reporting results, ensuring safety and taking appropriate action in order to maintain the transportation system and associated equipment. • Work with and utilise other departments within WWU, carrying out special project work and annual maintenance programmes to maintain our gas network. • Provide advice, guidance and support for 3rd parties operating on or adjacent to the gas transportation system. • Assist in gathering information and preparing reports which may include participation in the preparation of technical information.

	<ul style="list-style-type: none"> • Inspection, storage, stock control, handling and issue of equipment, goods, and materials in accordance with standards and procedures, to meet the needs of WWU's operations. • Work within and promote the philosophy of team working and development across all WWU activities to achieve business objectives and improve performance. • Operating and using mobile plant, mechanical lifting handling equipment, tools and other equipment properly and safely, ensuring they are correctly maintained and stored. • Operate in accordance with safety codes, legal and Company standards, regulations and other Codes • Ensure that the health and safety of themselves and others is not adversely affected by their actions or omissions. • Co-operate fully with management and employees to enable them to perform or comply with legislative duties placed upon them; this includes co-operating with the introduction of new systems and technologies designed to protect the health and safety of employees and the public. • Work various shift patterns which includes weekend and evening work, and participation in a 24/7 standby rota
Technical Know-How & Skills	<ul style="list-style-type: none"> • Maintain a safe and secure working environment. • Establish and maintain effective and working relationships. • A good level of competency in installing pipework and basic building skills. • The ability to manage time efficiently and effectively. • Good housekeeping of vehicle's, making sure sufficient stock is always kept. • Good practical skills • Good team working skills • Basic engineering principles and skills • Customer awareness and care • An understanding of on-site health and safety and all aspects of gas safety • The ability to follow written and verbal instructions • An understanding of the gas supply network and the behaviour of various gases

	<ul style="list-style-type: none"> • Gas detection equipment and its usage • How to deal with internal and external gas emergencies • IT systems and mobile technology • Ability to communicate with fellow workers, management, public officials, site managers and the general public in order to carry out work, deal with routine complaints and ensure that we satisfy our customers and the general public
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Full UK Driving Licence • Gas Safe qualified • Core gas qualification required to work on gas meters <p>Desirable</p> <ul style="list-style-type: none"> • SMART • Assessor Training • Survey Training (MRPS, MOB) • LPG <p>Mandatory training for the role once in post includes:</p> <ul style="list-style-type: none"> • NRSWA – Streetworks • ACS domestic training • EMS New Starter Programme • JET – Joint Emergency Training