

HEATING ENGINEER

Reports to: Project Manager

Job Purpose: The Heating Engineer is responsible for the safe, efficient, and high-quality installation, servicing, and maintenance of aes's heating systems. This role ensures that every heating solution we deliver is compliant, reliable, and installed to the highest professional standards.

As a key link between Project Coordination, Technical Design, and Installation, the Heating Engineer transforms approved system designs into completed installations and provides ongoing servicing to support long-term performance. With a strong focus on safety, technical accuracy, and customer care, the Heating Engineer plays a vital role in protecting aes's reputation for quality and dependability.

Ultimately, success is measured by safe, compliant, and efficient installations, reliable servicing that prevents issues before they arise, and customers who feel confident in both their systems and aes's support.

Team Responsibilities:

- Comply with all aes policies and procedures.
- Contribute positively to the company culture and values: Brilliant, Consistent, Calm, and Grounded.
- Together we lead with safety, deliver with quality, act with urgency, and stay accountable - this is who we are.
- Carry out any other tasks as required from time to time, within your team or in collaboration with other teams, to support the wider goals of aes.

Key Responsibilities:

- Install, maintain, and repair heating systems, and associated equipment.
- Carry out diagnostics, fault-finding, and problem resolution on heating systems.
- Ensure all work complies with health & safety regulations, building standards, and manufacturer requirements.
- Complete accurate service records, compliance certificates, and technical documentation.
- Liaise with Project Coordinators to confirm scheduling, materials, and site readiness.
- Provide professional handovers and explain system operation to customers.
- Escalate technical risks, unsafe conditions, or unexpected issues promptly.
- Maintain tools, equipment, and vehicles to ensure safety, reliability, and readiness.

Key Working Relationships:

- Project Coordinator – scheduling, job planning, and material readiness.
- Technical Design Team – clarifying specifications and system requirements.
- Install Teams & Contractors – working collaboratively to deliver projects.



- Head of Projects & Servicing – ensuring compliance with aes standards and safety requirements.
- Customers – providing professional, clear communication during installation and servicing.

Success Drivers:

For Your Team

- Safe, compliant installations delivered on time.
- Clear communication with coordination and design teams.
- A proactive approach to identifying and solving technical challenges.

For Our Customers

- Heating systems that are reliable, efficient, and compliant.
- Transparent, professional communication and support during installs and servicing.
- Confidence in aes’s ability to deliver high-quality, safe solutions.

For the Company

- Strong delivery performance that enhances aes’s reputation.
- Reduced risk of call-backs, safety issues, or compliance breaches.
- Customer trust built through professionalism and technical excellence.

Risks to Manage:

- Safety or compliance breaches that could compromise installations.
- Miscommunication or unclear handovers leading to delays or errors.
- Missed servicing or incomplete records undermining system performance.
- Customer dissatisfaction caused by poor communication or unresolved issues.

What Success Looks Like:

- Installations and servicing consistently, delivered safely, on time and to aes’s high-quality standards.
- Systems operate reliably, with proactive servicing reducing long-term risks.
- Customers feel informed, supported, and confident in both their system and aes’s service.
- aes’s reputation for professionalism and dependability is reinforced.

PERSON SPECIFICATION

Education and Qualifications

Essential:

- NVQ Level 2/3 in Plumbing & Heating, or equivalent trade qualification
- Gas Safe registration

Desirable:

- Additional certifications in renewables (heat pumps, solar thermal, etc.)
- Evidence of CPD in heating technologies

Knowledge

Essential:

- Strong understanding of domestic and/or commercial heating systems
- Knowledge of compliance, safety, and building standards
- Awareness of fault-finding and diagnostic methods

Desirable:

- Knowledge of renewable heating systems (air/ground source heat pumps, biomass, etc.)

Skills and Experience

Essential:

- Proven experience installing, maintaining, and repairing heating systems
- Strong problem-solving and diagnostic skills
- Ability to produce accurate documentation and records
- Good communication skills with customers and colleagues

Desirable:

- Previous experience working within the renewables or energy efficiency sector
- Experience mentoring apprentices or junior engineers

Personal Skills and Qualities

Essential:

- Professional, safety-first approach
- Reliable, detail-focused, and accountable
- Calm and steady under pressure
- Commitment to aes values of safety, quality, urgency, and accountability

Desirable:

- Passion for renewable energy and sustainability
- Alignment with aes values: Brilliant, Consistent, Calm, Grounded