

Designation:	Lead Engineer
Grade:	Stroud 6
Hours:	37 per week
Location:	Littlecombe Depot, Dursley
Job Purpose:	To lead a team of Heating Engineers delivering high quality Gas and Renewable Heating maintenance, repairs and replacement services
Responsible to:	Heating and Electrical Manager
Responsible for:	Heating Engineers, Apprentices, and Subcontractors

KEY DUTIES

- Assist the Service Manager in planning and managing staffing resources to ensure the completion and co-ordination of work and provision of services in order to optimise end-to-end outputs within a timely manner, whilst maintaining a high quality service
- Carryout inspections and quality assurance audits, to ensure service and regulatory outputs are met
- Reduce the environmental impact of supplies and services through contract management, material and product specification, waste management and delivery options
- Estimate, requisition and recommend the acquisition of necessary materials to ensure that appropriate and satisfactory repairs and maintenance are carried out following best building practice and Health and Safety at Work regulations. Manage vehicle material stock by ensuring correct booking and frequent replenishment of items used occurs
- Liaise with other relevant persons over the sequencing, co-ordination and completion of work to ensure optimum end-to-end outputs within a timely manner, whilst maintaining high quality workmanship and ensuring repairs are completed "right first time"
- Apply knowledge and skills to record and report on status and condition of fixtures and fittings. This is to enable appropriate information to be fed into reports including recommendations concerning future maintenance
- Responsible for the safe use of a range of portable tools, small plant, ladders and equipment to enable duties of the role to be undertaken
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role

- Liaise with both internal and external customers appropriately and promptly, to ensure those connected or involved in your work are aware of progress and action taken or action required to rectify the identified defect/s
- Participate effectively in Mobile Working by accurately operating the electronic recording system where issued, or paper systems, to plan appointments and for the recording of job order/s including; transmission and maintenance of timesheets, work completion status, vehicle records, materials management and progress against target objectives set for; time, cost and quality
- Participate in the delivery of Out of Hours call out service in accordance with SDC's current policies and procedures
- To contribute as required to the provision of repair information so as to maintain and update the Council's stock condition data.

SKILLS AND KNOWLEDGE

- Current qualification in CCN1, HTR1, CEN1, CPA1
- Have a comprehensive understanding of current legislation and regulations in relation to gas maintenance, servicing and installation
- Experience of managing a geographically dispersed team
- Experience of working within occupied/vacant properties
- Experience of delivering first class customer service within a responsive maintenance environment
- Experience of work delegation and data transfer through electronic hand-held devices (mobile working)
- Ability to prioritise workloads and work in a systematic and organised manner to cope with tight deadlines
- Good knowledge of Health and Safety issues in relation to gas.

COMPLEXITY AND CREATIVITY

- Required to exercise discretion in a range of areas where advice is not normally available and where policy, procedures and working standards provide only general guidelines
- Creativity required in dealing effectively and promptly with unforeseen issues arising from work in progress
- Applying diagnostic processes to problems and faults
- Undertake surveys, prepare reports and make recommendations. Monitor any subsequent works and ensure it is completed on time, within budget and to agreed standards ensuring that defects are rectified where applicable

Creativity and innovation are essential to the job and need to be regularly exercised within general guidelines.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to post holder's line manager
- Examining various reports, invoices, records, and statistical data highlighting to the post holders' and line manager anything where further investigation may be required or a decision needs to be made
- Work is carried out within defined rules and procedures involving decisions chosen from a range of established protocols, but may on occasion require challenge

CONTACTS

- Members of the Council
- Members and staff of other local authorities'/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

Responsible for the proper use and safekeeping of smaller plant, vehicles, machinery and higher cost materials or for the accurate handling and security of small sums of cash and cheques or other financial resources.

TRAVEL DESIGNATION

- You will have access to a company van which is for Business use only

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.