

<b>Designation:</b>	Heating Contracts Manager
<b>Grade:</b>	Stroud 6
<b>Hours:</b>	37 per week
<b>Location:</b>	Ebley Mill Stroud
<b>Job Purpose:</b>	Responsible for the day to day supervision of Heating Engineers, to maintain excellent service delivery by ensuring maximum performance and productivity
<b>Responsible to:</b>	M&E Services Manager
<b>Responsible for:</b>	All M&E staff within the service area

## KEY DUTIES

- Quality control of all gas and heating services ensuring Stroud DC meet their statutory and regulatory compliance responsibilities. Ensure Stroud DC Gas Safe Registration is current and any changes in legislation are cascaded to the service engineers.
- Monitor Heating Engineers to ensure compliance with quality and performance targets.
- To manage the installation of heating systems, gas servicing and gas repairs service, ensuring the quality of installation, workmanship, and associated works meet the requirements of the organisation.
- Ensure any changes to fuel type and or systems are noted and updated to the asset database, arrange and chair regular meetings with Stroud DC independent auditors and action any shortfalls in performance highlighted.
- Ensure all engineer qualifications are valid, arranging training and updates when required.
- Ensure all fleet vehicles are maintained according to manufactures and leasing requirements, to include staff driving licence audits, corporate insurance and fuel expenditure are effectively maintained.
- Manage the supply chain arrangements between Stroud DC and suppliers ensuring accurate expenditure records are produced. Responsible for delivering regular toolbox talks, carrying out regular engineer 121's and address any issues that arise.

## **SKILLS AND KNOWLEDGE**

- You will represent Tenant Services as the lead person relating to housing stock heating repairs and service.
- You will possess extensive experience within the gas service industry managing and delivering domestic repairs and servicing.
- You will hold valid Gas Safe Accreditation and hold Domestic Gas, Gas fire, Gas Oven and Commercial gas qualifications.
- Able to evidence managing engineers carrying out Gas Service and Repairs in a similar environment ideally Social Housing Associations and or Local Government.
- Determine and monitor standards of performance for the Heating service.
- Carry out inspections of work in progress and completed works, schedule additional works and monitor progress within defined timescales and costs and provide technical support and guidance.

Ability to undertake work of advanced tasks, confirmed to one function or area of activity which requires detailed knowledge and skills in a specialist discipline.

## **COMPLEXITY AND CREATIVITY**

- Manage the Service Unit Contract procedures as well as observing the terms of the contract used.
- 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

Decisions which lead to the setting of working standards in the provision of operational services and or decisions leading to changes in important procedures or service practice.

## 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 larger 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.*