

Designation:	Heating Contracts Manager
Grade:	Stroud 6
Responsible to:	M&E Services Manager
Service Area:	Tenant services
Post Number:	TEN1601

ESSENTIAL CRITERIA

QUALIFICATIONS

- City and Guilds in Plumbing and Heating or NVQ Level 3
- ACS qualifications CCN1, CEN1, HTR1, WAT1
- CKR1, MET1, C&G 6084

EXPERIENCE

- Technical knowledge of both the commercial and domestic heating industry across all fuel types (e.g. Gas, Oil, Air Source and LPG)
- Previous experience of managing Heating Engineers, day to day as well as performance management, 121's and appraisals
- Experience of maintaining Gas Safe registration
- Experience of managing and controlling budget expenditure
- Experience in surveying and raising specification of works required for heating installations
- Have extensive heating contract management experience within a similar environment

SKILLS & KNOWLEDGE

- Good of written and verbal communication skills
- In depth knowledge of repairs and servicing contracts including an understanding of contract management, and contract law
- Good understanding of legislation and current practice relating to the service and maintenance of heating, electrical installations and service contracts and other energy systems encompassing energy efficiency and renewable energy
- Proficient in the use of IT, specifically MS Office packages including Word and Excel
- Experience in the use of computerised systems

PERSONAL ATTRIBUTES

- Have good communication and customer service skills both verbally, written and face to face
- Able to work as a member of a team and self manage duties when working alone
- Able to prioritise and use own initiative in organising and undertaking tasks
- Good practical skills with a careful and methodical approach to work
- Be proactive, open and honest
- Technically astute, able to solve complex problems using creative thinking and thoughtful analysis

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Hold a full valid driving licence
- Willing to working outside of normal office hours as required Including being on call to ensure service delivery and continuity is maintained

DESIRABLE CRITERIA

QUALIFICATIONS

- ONC, HNC or Degree in a Mechanical or Engineering discipline
- Part P Electrical
- Member of The Chartered Institution of Building Services Engineers (CIBSE)

EXPERIENCE

- Experience of partnership working with sub-contractors
- Experience of procuring goods and services
- Experience of managing a DLO
- Experience of using Quality Management Systems (e.g. ISO 50001)

SKILLS & KNOWLEDGE

- Have an understanding of working within a political environment
- An understanding of, equality and diversity within a social housing context

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

7. Conscientiousness

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.