

Job Profile Information: Mechanical Gas/District Heating Contracts Manager

This supplementary information for Gas Technical Officer is for guidance and must be used in conjunction with the Job Capsule for Level 5, Zone 1. Camden Way Category 4.

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Reporting to the M&E Operations Manager, the Gas Technical Officer will be responsible for working within the teams to ensure compliance with current regulations of all gas appliances within Camden's entire property portfolio. Carry out inspections of contractor repairs, servicing and installation works to ensure works undertaken comply with established gas safety good practice and regulations. Access contractor's requests for cost variations for maintenance and repairs to gas appliances whilst providing technical support for the delivery of Gas Safety for the Property Services Directorate.

Example outcomes or objectives that this role will deliver:

- Provide specialist professional and technical advice to colleagues and contractors and report on all matters within the functionality of the service.
- Undertake detailed inspections of works carried out on gas appliances and gas pipe work installations in Camden's establishments to ensure compliance with regulations and professional codes of practice.
- Authorise urgent or emergency works.
- Accept responsibility that all appliances are left safe and if necessary, take urgent action to cap off unsafe appliances and/or to notify the gas supplier of leakage or other faults on their side. Call back the contractor if necessary to rectify unacceptable work.
- Report any obsolete, not to standard or potentially dangerous appliances and provide input to planning for future replacement of appliances.
- Provide expert evidence in relation to disputes involving the Council.

- Commission specialist technical reports, review recommendations arising and prepare summary report with recommendations.
- Provide detailed knowledge of statutory requirements, Construction Design and Management (CDM) Regulations, Council Standing Orders and Financial Regulations in the context of projects managed.
- Carry out site visits to investigate, diagnose faults and specify repairs on gas fired appliances and systems. Where appropriate, recommend installation of new gas appliances.
- Carry out pre and post inspection checks of gas appliances and heating / hot water installations to ascertain compliance with manufacturer's instructions, specification and relevant standards.
- Scrutinise the gas records of inspections, quality assurance compliance inspections of new appliance installations and audit checks of appliances serviced by contractors are kept updated on relevant databases.
- Maintain and update relevant Quality Assurance systems/procedures/processes.
- Ensure own qualifications are kept up to date including knowledge of legislation and best practice relating to the functionality of this post and ensure that it is translated into action.
- Contribute to the development of policy, practice, procedures and service planning for Asset Management and Property Services and participate in projects, working groups, service developments, audits and reviews as directed.
- Build and maintain effective and productive working relationships with internal and external stakeholders.
- Carry out other duties commensurate with salary grade and directed by manager.
- Monitor and report on contractor's performance to ensure that services meet performance, contractual compliance, quality and budgetary targets. Take corrective action if they fall out of target.
- Authorise and process requests for cost variations and invoices and ensure that all orders and invoices are processed in line with the Council's Standing Orders and Financial Regulations so that all expenditure is committed, tracked and monitored against target, actual and forecasted budgets.
- Provide information as required to colleagues to support budgetary and performance monitoring, Health and Safety reporting, statutory and regulatory returns, audits and self-assessments.

- Attend meetings with tenants and leaseholders to undertake pre-project consultation to ensure the needs, priorities and aspirations of residents are understood and involve customers in monitoring services so that customer feedback drives continuous service improvement.
- Prioritise and deal with all customer complaints and members enquiries in accordance with the Council's timescales and standards and aim to resolve them to the customer's satisfaction.

People Management Responsibilities:

- Delivery Sub Contractors
- Point of escalation for administration and support team.

Relationships:

- Effectively engage and manage specialist Contractors
- Effective networker both internally and externally.
- Proactive customer management to ensure high levels of satisfaction and positive perceptions.
- Engage with members and tenants on operational logistic issues.
- Strong influencing skills and able to direct and manage the stores team and liaise with supervisors and managers.

Work Environment:

- M&E Repair's delivery is a high volume, fast moving environment and can involve high pressure on a regular basis. Flexibility, adaptability and the need to make decisions quickly is vital as priorities frequently change and information is updated in real time. You will be expected to visit properties on a frequent basis either pre, during or post completion.
- Our service to our residents operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday and 8 AM to 1 PM Saturdays. You will be required to work flexibly to manage and support service delivery between these hours, this may include changes to working times / patterns in order to deliver an effective service.

Technical Knowledge and Experience:

- Gas Safe Registered
- ACS (7no modules) or equivalent
- Evidence of continued professional development. (Desirable)
- Significant experience of undertaking technical inspections and managing gas compliance works/contracts within a social housing environment
- Detailed knowledge of gas ventilation and installation of gas systems.
- Detailed knowledge of statutory requirements, Construction Design and Management (CDM) Regulations
- Significant experience of inspecting gas appliances within a social housing organisation.
- Ability to respond to emergencies by giving clear directions to gas safe operatives and colleagues.
- Detailed knowledge of health and safety legislation in relation to gas safety legislation
- Ability to prepare risk assessments
- Experience of managing revenue and capital budgets and approving costs from contractors.
- Significant experience of monitoring contractor's performance, meeting KPIs and standards.
- Good communication skills both verbally and in writing with ability to write effective letters, specifications of works and reports
- Ability to explain technical issues to non-technical staff in a clear and jargon free manner.
- Ability to use IT packages and repair databases
- Ability to work outside normal hours where necessary to deal with emergencies
- Ability to attend meetings out of normal working hours.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)