# Job Description and Person Specification

## Job details

Job title: Gas Team Leader

Grade: 29-32

Reports to: Interim Compliance Manager

Responsible for: A team of qualified trades personnel

Directorate and Service area: Adults, Communities and Wellbeing

## Purpose of the job

* To ensure North Northants Council undertakes its legal duties under the Gas Safety (Installation and Use) Regulations 2018 and, any future amendments.
* To be responsible for the day-to-day management and delivery of gas, oil, LPG and solid fuel installation, servicing and breakdown works to the Council’s housing stock.
* To manage the inspection, maintenance and repair of properties in order to ensure that properties are maintained or available for letting within target times.
* To achieve agreed performance targets for the management and monitoring of void properties.
* To lead, supervise and monitor progress of the Council’s gas engineers in providing the service.
* To contribute to the development and implementation of cross-cutting corporate initiatives, in line with the Council’s ‘One Team’ philosophy.

## Principal responsibilities

1. To be responsible for producing and circulating an agreed quality standard for works on occupied or void properties in the Council’s housing stock.
2. To be responsible for ensuring that the Council legally complies with its responsibilities with regards to carrying out gas, oil, LPG and solid fuel installation condition surveys on properties in the Council’s housing stock.
3. To inspect the heating and hot water installations within properties and organise a schedule of works when a new installation is required.
4. To be responsible for the supervision, line management and direction of the Council’s gas engineers and contractors working for the Council’s Housing service. To include performance management, absence management and the management of conduct and capability.
5. To arrange for works orders to be issued to contractors.
6. To be responsible for post inspection of properties ensuring that work has been completed to the correct standard in a timely way and within budget.
7. To provide progress reports on the management and performance of all gas and other heating works to the Property Services Manager and Maintenance Manager.
8. To assist in the provision of an effective and efficient emergency service by ensuring that sufficient trades people are appropriately skilled and available to carry out the requirements of the service.
9. To ensure that all statutory requirements, standing orders, contract regulations, financial regulations and other relevant requirements are adhered to in the management and maintenance of the repairs service.
10. To provide information in relation to any complaints or enquiries from customers, Members or the Senior Management Team.
11. To ensure the effective and expeditious implementation of relevant legislative changes regarding gas, oil, LPG and solid fuel works as they affect the Council.
12. To design, advise, inspect and maintain all gas, oil, LPG and solid fuel appliances and associated equipment, including organising and administering maintenance contracts for the Council’s housing stock, including the purchase of specialist equipment where necessary.
13. To undertake the design and implementation of gas, oil, LPG and solid fuel installations for the Council’s housing stock including surveys, preparation of specifications, management of schemes and budgetary control.
14. To work with Project Surveyors on capital programmes with regards to gas, oil, LPG and solid fuel related works.
15. To advise and support colleagues on gas, oil, LPG and solid fuel related works as required.
16. To organise the testing of gas, oil, LPG and solid fuel appliances in all Council housing across the Borough.
17. To prepare estimates for the Council’s capital and revenue programme and to utilise the Council’s financial management system where appropriate.
18. To undertake site visits as necessary to fulfil responsibilities.
19. To respond appropriately to customer enquiries and provide accessible customer information in a range of media, including by letter, telephone, email and face-to-face (both on site, in the office and through the Customer Service Centre).
20. To investigate complaints made in relation to the service provided by the section, or against members of staff under the management of the post holder, and to work in coordination with the Maintenance Manager and Property Services Manager, to ensure that such complaints are appropriately responded to in a timely manner.
21. To identify opportunities to improve customer service, deliver efficiencies and, contribute to the development and implementation of service improvement projects.
22. To ensure compliance with the Council’s procurement policy and process, including financial standing orders and the Council’s constitution.
23. To ensure compliance with all Council policies and procedures, with particular reference to the Health and Safety, Equal Opportunities and Communication policies.
24. To support the Head of Housing when the service is being audited and to assist in ensuring that all audit recommendations are completed in a timely manner.
25. To undertake other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Property Services Manager.
26. To participate in the Council’s emergency call-out service on a rota basis.

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | Relevant Degree or evidence of equivalent experience in the building industry but must have –  Gas Safe Registered, categories –   * **CCN1** - domestic core gas safety * **CENWAT** - installation and servicing of wet central heating appliances and water heaters * **CKR1** - installation and servicing of gas cookers * **HTR1** - installation and servicing of gas fires and space heaters * **CMDDA1** - domestic carbon monoxide/carbon dioxide atmosphere sampling   Building Regulation approved (doc G3 hot water unvented certificate).  City and Guilds (or equivalent) in Heating and Ventilation and Gas work.  Willing to undertake training as and when required to cover changes in regulation and legislation. | CIOB/RICS or equivalent.  Membership of a regulatory body in the Gas industry, for example IGEM.  NVQ Level 2 in Customer Care.  AM1 (Achievement Measurement 1).  AM2 (Achievement Measurement 2).  Water Hygiene and water regulation awareness.  Alternative energy sytems awareness . |
| Experience and Knowledge | Experience of maintenance in a local authority or housing association.  Experience of line managing qualified trades personnel.  Trade background with a wide knowledge of the building industry, specifically Gas works.  Previous experience of working in the residential Gas installation profession. | Experience of day-to-day repairs, void property repairs and improvement works management within a local authority or housing association.  Site supervision experience to Clerks of Works level.  Experience of managing staff in the areas of performance, conduct, capability and absence. |
| Ability and Skills | A commitment to providing excellent **customer service** – being responsive, flexible, and dedicated to ‘getting it right first time’.  A dedication to **being your best** at all times – being professional, pro-active and open to new ways of working.  An enthusiasm for **team working** – being collaborative, innovative and showing support and respect for colleagues.  Ability to motivate, manage and supervise tradespeople.  Ability to plan and manage maintenance works.  Able to communicate effectively and courteously with customers.  Fluent in the English language.  Problem-solving skills.  Able to work under pressure and meet agreed deadlines.  Ability to plan and prioritise own workload.  Influencing and negotiating skills.  Excellent verbal communication and presentation skills.  Able to produce clear, concise and persuasive written reports and letters on complex issues.  Good IT and keyboard skills, including experience of spreadsheets, word processing and mobile working.  Working knowledge of health and safety regulations.  Ability and willingness to take part in the council’s emergency call out rota / procedure |  |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | Full driving licence and access to a car for work. |  |