



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Gas Servicing & Repairs Manager	<b>Role Profile Number:</b> OPH71
<b>Grade:</b> R	<b>Date Prepared:</b>
<b>Directorate/Group:</b> Property Maintenance	<b>Reporting to:</b> Operations Manager – Trade Service
<b>Structure Chart attached:</b>	No

### Job Purpose

The post holder will be responsible for the delivery of gas servicing and repairs, 10,500 tenanted homes and 700 corporate and commercial operational Council owned properties, As well as under take the management of the Gas Engineers, and Gas Surveyor. Working in partnership with Building Services Surveyor to maintenance the Council's Gas Safe registration.

### Key Accountabilities

- Oversee the operational function of the Gas teams, to ensure the most effective and economical use of resources and skill in line with statutory requirements
- Oversee the planned work is carried out in line with time led agreements with council tenants and statutory bodies.
- Ensure that all work is carried out within the priority period and within the cost parameters and standards of the contract.
- Work in partnership and review with the operations planner team to ensure work is carried out in a time and balanced against resource.
- Work in partnership with the Operations Manager-Trade Services to maintain the Council's Gas Safe registration though regular audits verifying and keeping up to date with registration rules. Resulting in meeting the annual inspections by Gas Safe.
- Management of 3<sup>rd</sup> party audits via specialist contractor to enhance engineer performance and implementation of improvements.
- Monthly reporting & recording of Schedule of Rates reports for contractual requirements and finance reporting
- Monthly reporting on no access case in relation to Gas Servicing and production of evidence for court hearings in relation to no access cases.
- Carry out risk assessments and prepare method statement where necessary.

- Oversee the management of staff and materials including quality required to ensure completion work ensuing contingency plans are in place to meet deadlines
- Prepare Estimates for work as requested from the Operational Manager-Trade Services and Operational Manager-Technical Services for the delivery of capital projects.
- Ensure effective and efficient use of resources specifically: materials, plant and vehicles and all unused materials or scrap recovered from works are returned to stores and a credit note issued or correct paperwork issued.
- Oversee performance of operatives and to minimise discrepancies ad hoc pre and post inspections, measure and re-measure work upon completion, thus ensure time and materials waste.
- Control, collate and verify time sheets, job cards, plant sheets, vehicle sheets and other documents as required. Ensure that these documents are returned to the appropriate section for processing to specified deadlines and procedures.
- Responsible for current Gas, LPG and Oil regulations are adhered, communicated and appropriate action taken if not up to date to ensure compliance.
- Represent Swindon Borough Council at site meetings and other contract meetings with clients as required.
- Maintain the quality management system and ensure procedures are carried out in accordance with BS EN ISO 9002. Report on non-conformances and ensure corrective action is taken.
- Deputise for the Operations Manager-Trade Services in his absence as required.
- Assist in interviews as required.
- Advise internal and external clients (NHS, libraries and tenants) on technical matters relating to the work.
- Ensure that the interests of the organisation are promoted and upheld.
- Deal with pay queries from workforce, record complaints and assist in the resolution of these queries.
- Managed workforce for availability for emergency work, which may involve participating in the organisation's standby and call-out rotas, as required.
- Assist in promoting and developing good working relationships in accordance with Employee Relations policies and codes of practice agreed by the Swindon Borough Council and, where required to do so, follow agreed procedures for the speedy resolution of grievances, the maintenance of discipline and absence control.
- Manage and implement Swindon Borough Council and Departmental rules and instructions in respect of health, welfare and safety matters are observed at all times. This requires constant checks on the workforce to ensure that they are aware of, and use, safe working methods, bringing to the attention of the Safety Adviser any potentially dangerous conditions or methods of work.
- Engage and procure 'specialist' sub-contractors, including agreeing prices, work programmes, checking risk assessments and method statements, organising work and approving invoices for payment.
- Carry out disciplinary investigations in accordance with Swindon Borough Council written procedures.
- Ensure that any identified personal training needs are discussed with the immediate Manager.
- Identify training needs within the Section in conjunction with the Manager and develop an agreed programme of personal development to meet those needs for all staff supervised.
- Carry out investigations and report on accident and insurance claims involving the Section.

- To take responsibility for HR issues such as holidays, welfare, disciplinary matters for all staff directly supervised.

### **Supplementary Accountabilities**

- Promote locality working and support tenant and leaseholder groups
- Promote customer care, equality and diversity best practice including arranging training for Gas operatives
- Assist in the management of staff including interviews, appointments and evaluation of performance
- Attend information events and meetings outside normal office working hours and at weekends as and when required
- Chair meetings and represent other managers within the team as and when required
- Deputise for other surveyors and engineers to ensure essential service delivery cover is maintained
- Participate in continuous professional development

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Extensive experience of supervising planned and responsive maintenance service for commercial and domestic properties.
- Knowledge of Water By-laws in relation to Legionella.
- Experienced in the checking and verifying of Gas and Oil certification
- Detailed knowledge of the current Gas safe regulations / Oil regulations, legislation, Acops and Gas safe terms of accredited appointment
- Detailed Knowledge of Building Management systems, to ensure the efficient running of gas commercial heating systems.
- Detailed Knowledge of Swindon Borough Council Standing orders in relation to the procurement of contractors.
- Good working knowledge of Asbestos awareness & training.
- Good working knowledge of the Health & Safety at Work Act
- Experience in the use of responsive repairs and planning IT systems.
- Ability to make site visits
- Experience of working with Microsoft Word and Excel.
- Gas safe registered
- Estimating and pricing Experience.
- Experience in LPG

## Qualifications

- Appropriate trade qualification (NVQ).
- Work related to degree level within the gas or building industry
- Gas Safe Registration for both Commercial and Domestic installations
- Or HNC / ONC Heating and Plumbing / Building services Engineering
- Current driving licence

## Decision Making

- Diagnosing electrical and mechanical faults and recommending repair solutions
- Deciding on most cost effective repair to be carried out (estimates & pricing)
- Approving expenditure on building services contracts
- Resourcing and appointing staff and terminating employment
- Initiating corrective action for poor performance by operatives and contractors

## Creativity and Innovation

- Identifying and introducing service improvements
- Flexibility in delivering the building services contracts, statutory compliance checks and safety testing programme
- Producing communication presentations and articles

<b><u>Job Scope</u></b>  <b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• 20,000 gas repairs or installations</li><li>• 12,000 gas services</li></ul> <b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• Manage approx. 28 Gas Fitters and Specialist contractors</li></ul>	<b>Budget Holder Responsibility</b>  <b>Asset Responsibility:</b>	Up to £800,000.00 for gas repairs and £750,000 for gas safety inspections.  Council owned property
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## Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Maintaining good relations with tenants and leaseholders of Council owned property
- Working in a collaborative manner with premises managers of operational Council owned property and tenant and leaseholder representative groups to help solve complex property challenges
- Technical advice to both internal & external partners/clients

- Giving specialist and general property advice to local Councillors and Members of Parliament
- Producing policies, standard letters, written reports, presentations and form templates

**Values and Behaviours**

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role** (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

- Telephone and face to face dealings with tenants and leaseholders who are complaining about poor service delivery
- Managing and negotiating contractual claims with contractors
- Ability to make site visits to inspect building premises throughout the Borough

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	