

Job Title: Gas Supervisor	Role Profile Number: RTH33
Grade: Q Salary: £31,369 - £41,494	Date Prepared: July 2019
Directorate/Group: Service Delivery	Reporting to: Gas Repair Manager
Structure Chart attached:	

Job Purpose

The post holder will be a key contributor to delivering the revenue repairs and services to approx. 10,500 tenanted homes, 3,000 garages and 700 corporate and commercial operational Council owned properties.

Key Accountabilities

- To coordinate and supervise the gas operatives to ensure the most cost effective and economical use of resources. Advise the Gas Managers of the level of resources required for individual jobs.
- Assist in managing gas service day to day repairs in both domestic and commercial buildings and ensuring that the work is carried out to a high quality, represents excellent value for money and achieves a high level of customer satisfaction.
- Work with the resource planners to monitor and manage the availability of appointment slots and the correct and effective delivery of the out of hours service.
- Undertake all verification of LGSR's produced by the gas operatives.
- To carry out site compliance inspections to ensure that ladders, portable appliances, fire extinguishers, first aid kits, personnel protective equipment are within their inspection dates. Check that daily van checks have been carried out.
- Undertake surveys on properties to diagnose gas service faults and identify the most appropriate and effective solution
- Monitor gas operatives holidays and overtime including any related queries
- Support neighborhood housing officers in diagnosing and dealing with complex gas services technical matters that they may identify
- Raise day to day works orders and any necessary variation orders that are accurate and timely
- Raise Gas Safety inspection follow up works orders, to ensure that systems do not fail, ensuring that these orders are accurate and timely.
- Support neighborhood housing officers when dealing with no access cases for Gas Safety inspections, assist in providing evidence so that offices can apply to the courts for access.

- Support the Building services Surveyor in relation to building services contracts.
- Liaise with contractors to ensure the specified works are clearly communicated and that they are in possession of all necessary information concerning health and safety
- Provide risk assessments on health and safety hazards for contractors and any other visiting staff before work commences
- Ensure all gas services day to day repairs are carried out in accordance with the latest health and safety regulations and particularly the Construction, Design and Management and Control of Asbestos at Work regulations
- Monitor the carrying out of gas service repair works and the precautions taken by contractors to protect health and safety and ensure that any issues are raised and resolved as appropriate
- Assist in the satisfactory resolution of any complaints or legal claims of disrepair received.
- Identify any costs that should be recharged to the tenant or leaseholder including provision of evidence
- Survey and specify all gas service works related to insurance damage (fire, vandalism and natural disaster etc.) and comply with agreed procedures.
- Assist in ensuring expenditure is managed within approved budgets
- Assist in preparing estimates for gas service repairs, valuing work in progress, negotiating prices for variations and negotiating and resolving contractual claims
- Respond to any queries or correspondence with respect to complaints and enquiries about service delivery
- Assist in providing evidence to the Health and Safety Executive, Police and Judiciary in respect of relevant issues and attending Court as a witness on behalf of the Council.
- Assist in ensuring computer records are updated to assist with business planning
- Assist in ensuring services are efficient, continually improving and responsive to customers' changing needs
- Undertake any other duties that can be accommodated within the grading level of the post

Supplementary Accountabilities

- Liaise with day to day repairs service users as required including attending meetings
- Liaise with estates management with regards to no access cases for Gas Safety inspections, providing suitable reports that can be shared with Estates management and working groups.
- Attend meetings with tenants, leaseholders and building users as requested and provide advice as necessary
- Work to agreed performance targets to ensure efficient and effective working practices
- Supervise and provide training/induction to new staff, work placements or agency staff.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- Promote equality and diversity best practice in all areas of work
- Ensure any identified personal training needs are discussed with your line manager including being appraised in accordance with the Council's development and appraisal scheme.
- Work in accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the

Management of Health & Safety at Work Regulations 1999 including taking reasonable care so as not to endanger yourself or other persons whilst at work. You must also cooperate with the Council to enable it to comply with its statutory duties for health and safety.

- Work in accordance with training or instructions given, making proper use of any personal protective equipment provided and informing your manager of any hazardous situations or risks of which you are aware. Ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- 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:

- Experience of gas service inspecting including contract administration
- Knowledge of construction methods
- Knowledge of gas service faults including their diagnosis and appropriate remedial measures.
- Understanding of the legal framework relating to disrepair
- Understanding of how to work effectively with non-technical staff, tenants, leaseholders and building users and delivering a customer focused service including providing for diverse needs
- Experience of using computer applications including Microsoft Word and Excel.
- Knowledge of construction health and safety legislation including the Construction Design and Management regulations
- Knowledge of planning and building regulations
- Knowledge of other relevant legislation and good practice.

Qualifications

- Higher National Certificate or equivalent in Gas
- Current Gas Safe Registration
- Current driving licence

Decision Making

- Diagnosing repairs and recommending repair solutions
- Deciding on most cost effective repair to be carried out
- Approving expenditure on day to day repairs

Creativity and Innovation

- Identifying and introducing service improvements
- Flexibility in delivering the repairs service
- Producing communication presentations and articles

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 40,000 gas repairs and Gas Safety inspections <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Assist the Gas Manager in supervising 27 Gas Fitters and Specialist contractors 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>No</p> <p>Council owned property</p>
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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
- Giving specialist and general property advice to local Councillors and Members of Parliament

Values & Behaviours

Our Council’s operating model is to be modern, effective and efficient. To drive this through our culture, we have a values and behaviours framework which we expect all staff, managers and leaders to demonstrate their personal and collective accountability for in the way in which we are:

Connected: We put Swindon and its people at the heart of everything we do

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon a through strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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
- Ability to make site visits to inspect building premises throughout the Borough

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	