



## PROPERTY

### Job description

**Post:** **Gas Contracts and Compliance Manager**

**Salary:** Grade PO6, Salary £42,876 - £45,666

**Responsible to:** Head of Mechanical & Electrical Services

**Responsible for:** Up to 5 staff

#### **Basic objectives of the post**

To manage and lead a team, that clients gas contracts for communal and domestic heating systems for HFH general needs, supported housing and temporary accommodation (and for any other areas of M&E compliance as directed).

To ensure compliance to the current law relating to Gas Safety (Installation and Use) Regulations, and Water hygiene /Legionella (L8) regulations.

#### **Duties and responsibilities**

##### **1. The Main Purpose of the role:**

To Manage the enforcement legal functions covering court injunctions using the Environment Protection Act, Tenancy Agreement or other legal routes/court actions to gain access to ensure gas servicing KPI is maintained at 100%.

To ensure compliance with law in respect of the current Gas Safety (Installation and Use) Regulations.

To ensure compliance with law in respect of the current Water hygiene /Legionella (L8) regulations.

Manage budgets for service, maintenance and construction (capital) projects to the value of £9million to time, quality and cost.

To manage domestic and complex gas communal installations.

##### **2. Managerial Responsibilities**

- Manage and motivate the contractor and any support staff as and when required according to the nature, scale and complexity of the schemes in hand. Set objectives and performance measures, monitor performance and provide guidance and support.

- To be directly responsible for the management of the gas contracts for communal and individual domestic gas heating and hot water systems. Establish, lead and attend regular contract management meetings with the gas maintenance contractors.
- Provide high standards of customer care, service delivery and resident involvement.
- Establish project meetings to monitor the progress of refurbishments and capital contracts.
- Be responsible for, individual boiler replacement, capital/planned works program, the control of Legionella (L8), specifying, procurement and project management.
- To develop, maintain and deliver a plan that audits the performance of the gas servicing and repairs KPIs for individual and communal heating/hot water installations and prioritises the Landlord's responsibility in law in respect of the current Gas Safety (Installation and Use) Regulations.
- To manage and be responsible for the access enforcement legal functions covering court injunctions using the Environment Protection Act, Tenancy Agreement or other legal routes/court actions to gain access.

### **3. Service Delivery Responsibilities**

- To be responsible for water hygiene and the control of Legionella as set out in the HSE document L8 and Homes For Haringey Policy documents to ensure that complies with its legal duties. These include identifying and assessing sources of risk, preparing a scheme to prevent or control risk, implementing, managing and monitoring precautions, keeping records of precautions.
- To develop and deliver a planned renewal programme for individual domestic and communal heating installation.

### **4, Responsibilities:**

- Undertake the procurement of works, goods and services adhering to Homes For Haringey contract Standing Orders and procurement guidelines, UK legislation and EU regulations.
- Ensuring all projects have a formal brief, specifications, procurement plans and tender documents, and is robustly managed, in accordance with the contract.
- Build effective relationships, with key stakeholders, including residents, leaseholders, resident groups, and Homes For Haringey and LBH staff.
- Deliver a customer focused service, which meets the needs of our customers.
- Ensure contractors and consultants are properly briefed, report progress regularly, deliver value for money and resident satisfaction whilst meeting Homes For Haringey objectives.
- Manage the contract performance of the consultants and contractors through performance measurement of outputs. Escalate disputes to the Head of M&E Services where necessary.
- Ensure compliance with policies and procedures and delivery standards for managing the delivery of term maintenance/asset investment programme. To including compliance with Health and Safety requirements including the CDM

Regulations and Control of Asbestos Regulations.

- Maintain adequate and appropriate records, which meet internal and external/legislative requirements.
- To provide regular reports on contract management activities as required, including contract effectiveness, compliance & performance.
- Establish project meetings to monitor the progress of refurbishments, servicing and repair contracts.
- Act as Lead manager for M&E and main point of contact for Property Services in the event of a major incident impacting on estates or properties managed by Homes For Haringey.
- Regularly review the age and condition of all the M&E plant/assets ensuring that the Knowledge Management Team are updated enabling these assets to be included and contribute to the asset management planning process.
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## **5. Generic responsibilities**

- To use a flexible and engaging coaching style of management to support and develop colleagues for the benefit of the individual, service and organization.
- Actively participate and contribute to the implementation of the Asset Management Strategy.
- Champion a culture of positive customer service within M&E services provided to, and requests made by residents, stakeholders, and internal customers like the council and colleagues within HFH.
- Take responsibility for own learning and development to ensure an effective value added contribution to the service and organization's objectives are maintained.
- Complete work in accordance with agreed targets and timescales, and ensure all work reflects Homes For Haringey corporate objectives and values.
- Participate fully and effectively in team working and contribute to a culture of continuous performance improvement.
- Comply with all Homes For Haringey policies, including standing orders, financial regulation and all HR policies and procedures in particular Health & Safety and Equality & Diversity.

- 6.** Undertake any other duties reasonably required that are consistent with the grade and basic objectives of the post.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.

### **Health and safety**

The post holder is required to comply with all health and safety at work policies, procedures and guidelines which form part of this job description. The post holder must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding health and safety issues and report all accidents,

incidents and problems as soon as practicable to their line manager or another senior manager.

### **Equality and diversity**

The post holder is required to actively promote diversity in the workplace. It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards employees, service users or residents. The post holder should counteract such practice or behaviour if they encounter it by challenging or reporting it.

### **Safeguarding**

Homes for Haringey is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this. Staff must ensure that our recruitment policies and practices are followed rigorously to prevent unsuitable people from gaining access to children or vulnerable adults.

All staff who encounter children or vulnerable adults should be aware of, and share this commitment to safeguarding and welfare.

### **Risk**

Homes for Haringey has a strong culture of risk awareness. We expect all our employees to partake in risk awareness training and to apply the principles within their role. Staff should be able to recognise threats to the delivery of their own objectives, and also be expected to report promptly potential threats to the business as a whole.

## Candidate specification

**Post:** Gas Contracts and Compliance Manager  
**Grade:** PO6

Essential	Useful
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• HNC in Building Services Engineering or equivalent or be working toward this qualification or have extensive appropriate experience.</li> <li>• Relevant Accredited Certification Scheme (ACS) 'Gas' Certificates of Competence for domestic, industrial and commercial gas installations.</li> </ul>	
<p><b>Experience</b></p>	
<ul style="list-style-type: none"> <li>• Sound and extensive experience of the installation and maintenance requirements appertaining to industrial/commercial &amp; domestic gas and water installations.</li> <li>• A thorough understanding of the Gas Industries Unsafe Situations Procedure. Able to demonstrate how and when the procedure is implemented and adhered to, including the requirement of mandatory documentation.</li> <li>• A thorough understanding of the Health and Safety Executives Legal Series document – L8 (The control of Legionella bacteria in water systems, ACOP and guidance). Able to demonstrate how the ACOP can be applied in relation to identifying, preventing, assessing, monitoring and controlling the risk.</li> <li>• Experience of implementing quality systems</li> <li>• Experience of managing complex contracts delivering high volumes of mechanical engineering building services repairs to housing, office and other building types.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of undertaking complex defect diagnoses across mechanical engineering building services. Co-ordinating strategic actions to ensure and maintain required ratio between reactive and planned maintenance.</li> <li>• Experience of working with residents and involving them in monitoring and shaping services.</li> </ul>
<p><b>Skills</b></p>	
<ul style="list-style-type: none"> <li>• Competence relating to the prevention or control of Legionella.</li> <li>• Excellent customer care, staff management and interpersonal skills.</li> <li>• Able to successfully manage and lead – where necessary - external consultants and contractors - within a performance management &amp;</li> </ul>	

<p>improvement culture.</p> <ul style="list-style-type: none"> <li>• Ability to contribute to, monitor and control budgets</li> <li>• Able to represent the organisation externally at an appropriate level with key stakeholders such as local authorities, partner agencies and resident's groups.</li> <li>• Ability to lead effective project teams delivering cross functional outcomes.</li> <li>• High level analytical skill and an ability to deliver creative solutions and information in a diverse environment.</li> <li>• Demonstrable skills in negotiating formal contracts with external organisations.</li> <li>• Ability to work at a strategic level</li> <li>• Ability to communicate highly effectively, work under pressure, multi task and maintain high levels of attention to detail.</li> </ul>	
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• An in depth understanding of the legal obligation place upon the council in relation to gas and water safety.</li> <li>• knowledge of housing, housing law and the regulatory framework</li> <li>• Experience of developing and implementing complex strategies to meet business needs.</li> <li>• - Landlord and tenant issues arising from leasehold properties</li> <li>• knowledge and experience of: <ul style="list-style-type: none"> <li>- Partnering and a range of procurement mechanisms and procedures</li> <li>- Management best practice and techniques.</li> <li>- Building practice, building law and emerging trends</li> </ul> </li> <li>- Landlord and tenant issues arising from leasehold properties</li> </ul>	<ul style="list-style-type: none"> <li>• knowledge and understanding of the diverse lifestyles and needs of residents.</li> <li>• Knowledge/awareness of the strategic property investment needs</li> <li>• Experience of developing and implementing complex strategies to meet business needs.</li> </ul>
<b>Other</b>	
<ul style="list-style-type: none"> <li>• (Able to use Microsoft Office applications and other relevant</li> </ul>	

<p>software as used by the organisation at an intermediate level.</p> <ul style="list-style-type: none"><li>• May be required to attend sites out of normal office hours and within urgent time scales to deal with emergencies.</li><li>• Will be required on occasions to wear protective clothing and use safety equipment</li><li>• Must be sufficiently mobile to be able to carry out the tasks required, i.e. need to be able to climb ladders, access cellars, walk over uneven ground, work at heights and confined spaces.</li><li>•</li></ul>	
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