L&Q Group

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| **Role title** | Building Services Apprentice (gas) | **Date** | Jan 2022 |
| **Reports to Title** | Gas Compliance Manager | **Version** | V1 |
| **Role Persona** | Agile |  |  |
|  | Yes |  | No |  | Standard |  | Enhanced |  | Enhanced + |  |
| **DBS Disclosure Required:** | **Yes?** |
| **Responsibility for End Results** |
| Purpose - To ensure support the gas technical advisor to ensure full compliance with legislations and the Trust policies, through the delivery of all domestic and commercial gas, oil, or other fuelled heating systems. To provide full repairs service in line with the Trust’s promises. |
| **Key Responsibilities / Deliverables:** |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  |
| Leadership and management including customer service/ valuesTo manage their own workload in line with their line managers (Gas technical advisor) workload.To assist in the management of multiple streams of M&E works .To assist in quality inspections of M&E works undertaken within/on L&Q properties.Manager their NVQ portfolio and any other associated college works to ensure completion. |
| Strategy/ achieving objectivesTo ensure quality controls through work carried out and through certified documents. To work with the gas manager to develop the contract specifications. To ensure all feedback with regards to safety and workmanship are followed through to assign root cause where possible and to improve processes/policies where required.To ensure key issues are escalated to Gas technical advisor for visibility.To participate in regular team meetings to discuss ways in which the team could improve its relationships and service. |
| Working with others – internalTo collaborate with members of the building services team to organise joint visits on works required to complete NVQ portfolio. |
| Working with others – externalTo build good relationships with external contractors and consultants to ensure the best service for the residents. |
| Budgetary responsibilityNone |
| ComplianceEnsure H&S, regulatory & governance compliance for areas under the job holder's control are adhered to and that any concerns or suggestions with regards to safety are raised to the Gas technical advisor.To identify ways to improve our current statutory management processes.To identify areas in which it is believed the organisation may not be meeting industry best practice standards or possibly legislative requirements. |
| Records and systemsTo ensure the external quality assurance portal is up to date and completed properly by our external contractors to ensure corrective actions are being recorded properly and understood by the Gas technical advisor |
| RisksManage risks associated with areas under the jobholder's control. Ensure that effective controls are in place to highlight and limit risk. Contribute to the identification of risks as part of the planning process, ensuring adequate mitigation and control measure are implemented.To raise any external and internal risks that may result in impacting the organisation. |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. |
| None |
| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. |
| **Technical Knowledge/Skills**  |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications |
| Must be organised with high levels of prioritising and planning abilities | 5 A-C GCSE’s  |
| Excellent communication and organisational skills | A good understanding of engineering principles |
| Ability to use the full suite of Microsoft Office package including Advanced Excel | A good understanding of renewable technologies |
| Ability to take clear and concise notes |  |
| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| We care about the happiness and wellbeing of our customers and employees |
| **Passion** |
| We approach everything with energy, drive, determination and enthusiasm  |
| **Inclusion** |
| We draw strength from our differences and work collaboratively |
| **Responsibility** |
| We own problems and deliver effective, lasting solutions  |
| **Impact** |
| We measure what we do by the difference we make  |
| **Other**  |
| Commit to supporting L&Q’s environmental policy and social missionI will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks |