L&Q Group

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| **Role title** | Gas Technical Advisor | | | | | | | **Date** | Jan 2022 | |
| **Reports to Title** | Gas Compliance Manager | | | | | | | **Version** | V1 | |
| **Role Persona** | Agile | | | | | | |  |  | |
|  | Yes |  | No |  | Standard |  | Enhanced |  | Enhanced + |  |
| **DBS Disclosure Required:** | **No** | | | | | | | | | |
| **Responsibility for End Results** | | | | | | | | | | |
| Purpose - To ensure support the gas compliance manager 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/ values  To manage their own workload directly given to them from their line manager (Gas Operations Manager).  To oversee and manage multiple streams of M&E works .  To undertake quality inspections of M&E works undertaken within/on L&Q properties.  To put together training packages for L&Q staff and external stakeholders of all levels. | | | | | | | | | | |
| Strategy/ achieving objectives  To ensure continued professional development, to ensure compliance with relevant legislation and industry standards.  To 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 Operational Manager for visibility.  To participate in regular team meetings to discuss ways in which the team could improve it’s relationships and service. | | | | | | | | | | |
| Working with others – internal  To work closely with the Gas Operational Manager and the Gas Compliance Manager to highlight trends of poor performance from contractors  To work closely with internal stakeholders such as property managers and case managers to report any health and safety or safeguarding issues when visiting sites. | | | | | | | | | | |
| Working with others – external  Working with statutory authorities, suppliers, contractors and consultants. To contribute legislation change and to promote the work of the trust.  To collaborate on a regular basis with membership organisations and other compliance professionals to ensure the organisation and manager are aware of any industry changes, whether it be legislative or industry best practice.  To build good relationships with external contractors and consultants to ensure the best service for the residents. | | | | | | | | | | |
| Budgetary responsibility  None | | | | | | | | | | |
| Compliance  Ensure 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 Operational Manager.  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 systems  To liaise closely with internal and external stakeholders to ensure we have a robust process for regularly consolidating our property list.  To 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 Operational Managers. | | | | | | | | | | |
| Risks  Manage 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. | | | | |
| Contract specific | | | | |
| **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 | Experienced gas engineer with an in depth understanding of quality assurance processes. | | |
| Excellent communication and organisational skills | Excellent understanding of gas service legislation and excellent technical Knowledge of gas equipment and appliances. | | |
| Hold relevant gas accreditations ie domestic and / or commercial | A good understanding of solid fuel, oil, LPG and renewables is advantages. | | |
| Ability to use the full suite of Microsoft Office package including Advanced Excel | Qualified to at least level 3 in gas engineering maintenance and servicing or Level 2 with Experience | | |
| Ability to chair meetings | Understanding of contract law and dispute resolution | | |
| **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 mission  I 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 | | | |