

POST TITLE	GAS MANAGER
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	TENANT SAFETY MANAGER
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	N/A

PURPOSE OF JOB

Responsible for leading, managing, developing and performance managing the Gas team within the Housing Service, ensuring the team provides a high quality, customer-focused service that ensures that the Council meets its obligations as landlord for all aspects of gas safety. This includes ensuring compliance with its statutory responsibilities as landlord, with responsibility for inspection, servicing, repairs, and maintenance for gas.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Lead, motivate and support Gas Team Leaders in providing a high quality, safe and compliant gas servicing and repairs service, and programme of Capital replacement works in around 20,000 homes.
- Ensure the team deliver the highest standard of gas work in repair, servicing and maintenance of domestic and commercial heating installations ensuring all processes, procedures and operational practices are fully compliant with statutory requirements.
- Responsible for forward planning resources to ensure service standards, KPIs and statutory indicators are met, taking action as required to ensure adequate resources are available.
- Ensure technical compliance audits are carried out and that rigorous quality control checks are carried out to ensure the service meets compliance standards required by Gas Safe Register and Health and Safety Executive as a social Landlord.
- Undertake investigations into customer complaints and ensure a high quality, customer focused response is provided in line with the Council's Customer Complaints procedure.
- Responsible for the contract management and performance monitoring of all work carried out by gas contractors, providing guidance and oversight to Team Leaders as appropriate in contract management.
- Provide performance reports on the work of the team to senior management, the Scottish Housing Regulator, Committee and other bodies as required. Take appropriate corrective action to address areas of underperformance.
- Management and quality control of major projects and programmes within area of responsibility, including adherence to CDM and other policies and regulations.
- Manage the training and development of the team to maximise skills, knowledge and experience and ensure their Continuing Professional Development.
- In the event of emergencies or urgent incidents, the post holder must be able to take personal ownership, take decisions, manage and put in place immediate actions to mitigate any health and safety and/or service delivery risks.
- Oversight of completion of relevant incident investigations and reports.
- The postholder will be proactive in providing proposals and implementing change to enhance, develop and improve the standards, processes and operational guidance around delivery of gas services.

- The postholder will deal with emergency and urgent situations and will organise the deployment of staff/contractors to mitigate risks, ensuring that the necessary communications to staff, senior managers and corporate functions are maintained.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Educated to Level 3 Diploma in Gas Utilisation, Installation and Maintenance
- Significant experience post qualification as a Gas Safe Registered Gas/Electrical Engineer working in the gas industry is essential with a detailed knowledge of domestic gas installations and commercial shared heating installations.
- Achieved qualifications in Core Domestic Gas Safety, Domestic Central Heating, Gas Cooking appliances, Gas Fire and Wall Heaters and Combustion Performance analysis.
- The post holder should also have knowledge of gas distribution systems, Corgi level 3 Gas Auditing, carbon monoxide/dioxide atmosphere and renewable energy,
- A recognised assessor qualification would be desirable.
- Would preferably have held a comparable position for a large social housing provider or Facilities Management environment, other similar organisation e.g. HSE, British Gas etc.
- Evidence of continuing professional development and a broad understanding of current issues relating to gas safety in social housing / local government.
- Demonstrated competence in improving quality standards.
- Must have a strong knowledge of Gas Safe Register / HSE rules, procedures and legislation with emphasis on responsibilities of Social Landlords in Scotland.
- The work is of significant political and community interest requiring relationship management and clear communication to mitigate any risks to tenant's owners and other stakeholders.
- The post holder will be expected to engage professionally with the Council's Chief / Senior Officers, , Elected Members and external organisations as well as with colleagues, Housing Services Senior Management Team and external bodies.
- Decisions made and performance directly impact on the Council's reputation. Will work without close supervision and will be responsible for all operational decisions on delegated projects.
- Responsible for all decisions, including financial, taken in the course of their daily duties for this post.
- The post will make operational decisions on the delivery of gas repairs, servicing and maintenance and statutory compliance services covering the Council's Housing estate. Will oversee works priorities and programming of work for gas team and contractors in relation to day to day activities and time scales to suit tenants and service operation. This should at all times reflect a best practice, best value, risk-based approach.
- The postholder will make decisions that directly relate to the health and safety of staff, tenants and general public and to the delivery of council services.
- Decisions made and strategies implemented have consequences for Council's reputation and legal obligation and ensure compliance with statutory obligations, service/council objectives and mitigation of risk to the council.
- Decisions taken will ensure that tenants' homes and gas appliances are safe and in good working order.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Will work with minimal supervision and as the lead officer in the Housing Service with responsibilities related to gas, will be responsible for providing expert advice and guidance, and make decisions in area of expertise on behalf of the service and the Council.
- On occasion, there may a requirement to work out with standard hours in order to meet the needs of the business to ensure the Council is not exposed to risk.
- Will be largely office based across 4 Locality Offices. Will be expected to attend meetings on site or carry out visits to tenants' homes or to multi storey blocks on occasion.
- The post holder is responsible for their own health & safety and will be provided with the relevant PPE, uniform, safety clothing and mobile device as appropriate.

- Shall have access to confidential commercial, tenant, contractor and political information relating to policy development, contractors, funding sources etc. Confidentiality must be maintained.
- Deal with conflicting priorities and expected to respond by re-allocating resources within challenging timescales.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- Direct line management of up to 5 Gas Team Leaders a(GR7), managing a team of up to 40 Engineers (GR6) and 10 apprentices (GR4)

RESOURCES

- Responsible for the recruitment, induction, management and development of staff.
- Responsible for the fleet, equipment, tools and ICT equipment allocated to the team.
- Responsible for monitoring the revenue and capital budget relevant to area of responsibility (£2m - £5m)

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).