**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title: Heating Engineer** | **Grade**: **PO3** |
| **Section:**  **Heating Team, Support Services** | **Directorate:** **Housing and Regeneration** |
| **Responsible to following manager:**  **Senior Heating Engineers** | **Responsible for following staff:** |
| **Post Number/s:H3117, H3118, H3125 & H3126** | **Last Review date June 2021** |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

1. Responsible to the Senior Heating Engineers (PO6) for the management and supervision of the borough wide mechanical domestic and communal services contracts for domestic and communal heating, hot water services, cold water booster plant ,ground and air source heating, alternative energy systems and communal ventilation systems. Responsibilities include reactive day to-day maintenance and repairs of the gas five Star contract, cold water booster plant, Communal ventilation maintenance and repair contracts and captial schemes / projects, covering major works contracts.
2. Carries out annual maintenance site inspections, pre and post inspections as required on all heating installations. Does full surveys of equipment and provides the contractor with a defect lists to be addressed. Assists Major Works and advises for projects. Ensures that the contractor provides certification for each heating installations when required

**Specific Duties and Responsibilities:**

1. Ensures the effective operational performance of the heating department to deliver a high quality, safe, efficient and best value service to the borough residents.
2. Monitors the performance of the 5 star domestic maintenance contract on a daily basis. Ensuring the optimum level of performance is maintained by the term contractors to deliver a professional service to tenants and leaseholders. Supervising the contractors carrying out work on all aspects of the heating department’s contracts for repairs, maintenance and installations. Providing technical advice and guidance, carrying out surveys and providing designs for work as required.
3. Ensure compliance with Council’s procurement policies when commissioning works, quotations and tenders. Raise orders and ensures that all work is carried out in compliance with British Standards, any legislation relating to heating services and Health and Safety at Work Regulations and ensures that amendments, additions or updates to the regulations are complied with. Report all Health and Safety defects on to the Housing Estate Service repairs department.
4. Manages calls from residents, housing area and estates services teams and any other reporting bodies, regarding queries, requests for service, repairs and complaints. Ensures that faults and repairs that are logged and orders issued to relevant contractors for appropriate work / repairs to be carried out, monitoring through to conclusion.
5. Monitoring the Cold water booster plant and communal ventilation repairs and maintenance contracts.
6. To carry out property visits for inspections on contractors work to ensure compliance with contract specification and ensure work complies with all relevant regulations and codes of practice, statutory bylaws and best practices. Ensuring that work is compliant with the Schedule of rates requirements and costs and that any non-scheduled items are justified and within costs provided. Comply with set targets for invoice post inspections according to value. Dispute any invoices received if works have not been completed within a set time scale or if works fail to meet the required standard. Resolve disputed invoices in a timely fashion after engaging in correspondence with the heating contractor.
7. Ensuring customer satisfaction, investigating and resolving complaints, logging them appropriately on Civica W2 within Wandsworth council protocols and follow them through to a satisfactory conclusion.
8. To ensure that expenditure on the contract is monitored and ensure budget control by carrying out pre-inspections on work recommendations and quotations requested by contractors, to ensure that work is justified, financially warranted and that best value is achieved.
9. To liaise effectively with all other departments, external bodies and management as required. To deliver information in a clear, precise and competent manor to people in all areas and environments. To ensure the same information is relayed to members of the public, management and professional bodies.
10. To use a range of business applications including the housing management database for updating and extracting information on the housing stock, raising contractor orders, inputting Landlords gas safety check dates, appliance / equipment information, heating codes and defect liability periods. Using Civica W2 document management system for logging complaints and correspondence. Using Word and excel for producing briefing documents, spreadsheets, work specifications, reports and feasibility studies.

1. Maintaining a high level of technical and legislative knowledge in the subject areas covered by the team, advising on new emerging issues impacting on the work environment and procedures. Keeping up-to-date on all aspects of the relevant market places for new equipment / appliances and procedures which will improve levels of service and cost reduction.
2. Assisting the Senior Heating Engineers and Head of Heating Services in monitoring the borough maintenance and repair contracts for age and condition, failure rates and serviceable life span of appliances and equipment for possible inclusion on capital replacement schemes.
3. To carry out duties and responsibilities as project engineer and clerk of works on capital Schemes / projects on all aspects of the heating department work. May be responsible for a number of different projects at one time ranging in value from a few thousand pounds to values exceeding £1.5 million. Involvement on capital projects is from inception through to final certificate. Assisting the contract administrator of the design consultants of the contract to deliver the contract on time and within budget.
4. As directed by the Senior Heating Engineers and Head of Heating Services undertakes design work and detailed specifications for heating works, i.e. materials and components to be used. Liaise with other departments, consultants, statutory authorities and heating manufacturers at a senior management level to achieve the satisfactory development of projects, suggesting alternatives to previously used material and components. Keep up-to-date with heating design, maintenance techniques and general technical innovations. Attend meetings with client departments and councillors and take part in tenant / lease-holder consultations. Preparing briefs and reports as required.
5. Carrying out heating and equipment surveys and assisting in the preparation of reports for the department and committee presentation, including cost estimates and alternative options.
6. Monitoring the contract performance by daily site visits, attending monthly progress meetings. Undertaking inspections for quality control, Health and Safety, CDM compliance, contract specification. Responsible for a wide range of design decisions, dealing professionally with problems requiring technical knowledge, skills and judgement. To ensure within the scope of the project engineers work that the contract maintains the prescribed programme of works and budget constraints.
7. Reporting to the contract administrator of the design consultants of the contract on any contract specification variations or financial variations for approval. Co-ordinating the work of other professionals and consultants, liaises with statutory authorities and bodies allocated to the contract.
8. Check and evaluate final accounts, investigating their descriptive and financial content, after checking that the work has been satisfactorily completed. Thereafter, making a recommendation to the Senior Heating Engineers and Head of Heating Services.

**Generic Duties and Responsibilities**

1. To contribute to the continuous improvement of the Borough’s of Wandsworth and Richmond services.
2. To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
3. To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
4. To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
5. To understand the both Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
6. The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

1. Attends evening meetings as necessary and will participate in the Council' stand-by arrangements to ensure continuity of service out of normal working hours and in emergencies.
2. Deputises on an occasional basis for the Senior Heating Engineers and Covers aspects of the Head of Heating Services’s work in their absence.
3. Must maintain contact with heating industry bodies and statutory authorities over ever changing requirements on safety and good practice relevant to public sector housing heating requirements. Ensuring that current British standard & European regulations are incorporated into major work projects and maintenance contracts.
4. Undertakes available training opportunities and shows a commitment to continuous development, maximising potential and ensuring the efficient delivery of Council services, and participating in the staff development and appraisal scheme.

**Team structure**

**Person Specification**

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| **Job Title: Heating Engineer** | **Grade**: **PO3** |
| **Section: Heating Team, Support Services** | **Directorate:** **Housing and Regeneration** |
| **Responsible to following manager: Senior Heating Engineers** | **Responsible for following staff:** |
| **Post Numbers:H3117, H3118, H3125 & H3126** | **Date: June 2021** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by A &**  **I/ T/ C** |
| **Knowledge** | |
| 1. To have extensive knowledge and experience of Installing and maintaining Individual heating and hot water systems, cold water booster systems, ground and air source heating, alternative energy systems and communal ventilation extract systems. | A /I |
| 1. To have a sound Knowledge of the current Gas Safety regulations, Health & Safety regulations, CDM regulations, Water Regulations and Control of Asbestos Regulations (2012) | A / I |
| 1. Be able to demonstrate an understanding of the need to promote the council’s equal opportunities policy and be prepared to work to ensure the operation of this policy. To demonstrate an awareness and understanding of duties, responsibilities and principles in relation to safeguarding children and vulnerable adults within the work role. | A / I |
| **Experience** | |
| 1. Experience of managing contractors, project control procedures and dealing with poor performance | A / I |
| 1. Experience in preparing memos, heating schedules and preparing specifications. | A / I |
| 1. Experience in dealing with the public and contractors face to face, via the telephone and in writing and the ability to understand and deal effectively with residents’ problems. | A / I |
| **Skills** | |
| 1. Ability to organise and prioritise your work load with effective time management | A / I |
| 1. An aptitude for using a range of business application software, including word, Access, Excel and document management web based systems | A / I / T |
| 1. The ability to work under pressure to meet tight deadlines and be flexible, working outside of core hours as required | A / I |
| 1. To be an effective communicator with excellent written and oral communication skills, with the ability to deliver information to management, professionals, staff and members of the public technical and non technical in a style suitable to all recipients. | A / I / T |
| 1. Ability to work alone or as part of a team | A / I |
| 1. Have good numeracy skills | A / I |
| **Qualifications** | |
| 1. Must have one of the following City & Guilds / NVQ in Gas, Plumbing, or Heating or relevant experience gained within the industry. Along with Formal Training in either Gas / Heating or Plumbing. Must have Current ACS Qualification’s CCN1, CPA1, CENWAT, CKR1, HTR1 . Also Unvented Certification G3 Unvented DHWS & Water bye-laws would be an advantage | A / I / C |
| 1. Must have a full driving licence and the use of a car or a bicycle and be prepared to use it for work purposes | A / I |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**