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## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Provisional Job Title: Head of Heating Services</b>	<b>Grade: MG1</b>
<b>Section: Heating Team, Support Services</b>	<b>Directorate: Housing and Regeneration</b>
<b>Responsible to following manager: Business Transformation and Support Services Manager</b>	<b>Responsible for following staff: 2 Senior Heating Engineers (Domestic &amp; Communal) and 4 Heating Engineers</b>
<b>Post Number: H3129</b>	<b>Last review date 21 December 2020</b>

#### 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 Business Transformation and Support Services Manager (MG3) for the management, supervision and co-ordination of all heating services for heating systems on housing stock. Ensures all works undertaken is in compliance with all relevant codes of practice and regulations.
2. Is the Council's senior expert manager for heating projects, mainly using Minor and Intermediate JCT contracts. Responsible for a wide range of design decisions requiring expertise, skill and judgment. Attends evening meetings with tenants,



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leaseholders, contractors, consultants and councilors to explain how the schemes will affect them and their property allowing for any extra requirements that maybe required for vulnerable residents. Also attends incidents involving major heating or related failures and co-ordinates on site actions to enable the reinstatement of services as quickly as possible working with other departments and external utility companies on site assisting with reinstatement.

3. Responsible to the Business Transformation and Support Services Manager for the management of the borough wide district heating maintenance contracts (including gas safety, water boosters, extractor fans, air and ground source heating and alternative energy systems) borough wide Intrusive testing contract, annual checking of borough wide Se-ducts/ U-ducts, sprinklers, and control and monitoring of legionella on communal hot water systems as well as being expert adviser on cold systems.
4. Is the Council's main point of contact on heating and other specialist works for all major regeneration projects including all new build and hidden homes. Attends numerous regeneration meetings and workshops advising consultants on social housing elements to consider.

### **Specific Duties and Responsibilities**

5. Manages the gas maintenance contracts for individual appliances borough wide and outside the borough including gas safety checks. Advise on any adjustments required on Council policy and procedures to ensure compliance with regards to annual gas servicing.
6. Has overall responsibility for all capital projects from initial brief stage, including the supervision of consultants. Identification of schemes and recommendation for its inclusion in the capital replacement programme, preparation of briefing documentation for fee tender, assessment of fee tenders and full responsibility for approval of designs prior to consultation with leaseholders and invitation of tenders. Responsible for consultant's recommendation to accept tenders and ultimate responsibility for approval of designs and management of the scheme through the contract to final account and commissioning.
7. . Negotiates with outside authorities regarding statutory approvals. Attends meetings with Gas and Water utility companies, making expert decisions that affect the outcome of any proposed works on council owned properties.
8. Initiates projects by carrying out feasibility studies and analysing data and presenting these at meetings explaining this technical analysis by participating in tenant consultation.
9. Carries out surveys and prepares recommendations and reports for the department with an emphasis on energy reduction solutions predominantly in heating leading to potential reductions in service charges
10. Examines fire risk assessment reports and incorporates any key requirements identified into future projects and support and maintenance contracts going forward.



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11. Manages the Senior Heating Engineer (Domestic), Senior Heating Engineer (Communal) and 4 Heating Engineers.
12. Prepares and present reports for Housing and Regeneration Committee and Borough Residents forum as required. Also attends major consultation meetings as the Council's expert with regards to heating and related projects and services. Represents the Council at First Tier Tribunal as the heating expert.
13. Prepares preliminary services schemes with budget estimates of cost and schedules of, or briefs for, associated work in other disciplines.
14. Provides outline information to enable structural provision for the work to be made.
15. In relation to works under £EU limits, designs work in sufficient detail and prepares drawings and specifications to enable competitive tenders to be obtained.
16. Provides advice to senior managers on the selection of firms to tender for work and appropriate forms of tender and conditions of contract. Provides all information required for the invitation of tenders. Examines tender reports and prepares recommendations for acceptance of the most advantageous offers.
17. Manages services main contracts or is the consultant in the case of a services sub-contract.
18. Issues any further instructions required for the production of working drawings, approves the engineering content of the drawings, and ensures that other appropriate professions are involved in the approval process to control satisfactory integration of the services into the building envelope or structure or landscape as appropriate.
19. Manages detailed inspection of works, and visits works where there are serious issues to ensure that proper control is exercised, and that payment to contractors is properly related to the value of work and material on the sites. Ensures that departmental inspection targets for invoiced works and corporate invoice payment targets are met.
20. Certifies practical completion, completion of making good defects and final completion of services installations.
21. Negotiates with contractors at a senior level on final account settlements, resolves financial claims for delays and disruption. Ensures final accounts are audited and passed to the Leasehold and Procurement Manager promptly to enable maximum recovery of leasehold charges.
22. During the provision of the works, and upon completion, ensures that the officers who will assume lead responsibility for future maintenance are acquainted with the nature and extent of the new installations.
23. Drafts formal replies to general enquiries, councillor enquiries and complaints received by the Housing and Regeneration Department / Chief Executive relating to heating and related issues including Freedom of Information and fire risk enquiries. Also responsible for general correspondence and communication with residents, senior managers, other departments, statutory organizations, contractors, sub-contractors and suppliers.



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24. Chairs pre-contract site meetings on major contracts and makes site visits as required. Ensures that adequate site inspections are carried out by the Job Officers and Clerks of Works.
25. Responsible for giving or obtaining guidance for Job Officers on the use of the various forms of contract employed by the Housing and Community Services Department. Consults with the Borough Solicitor on problems of interpretation and legal issues arising from dispute, arbitration, liquidation and the administration of the contract.
26. Advises the Borough Solicitor on technical matters of liability for mechanical/electrical failures and acts as the council's expert witness as required.
27. Responsible for agreeing extensions of time, issuing certificates of culpable delay, and negotiating with contractors over claims. Ensures that all council audit procedures have been completed prior to the issue of the Final Certificate.
28. Responsible for compliance with all approved hand-over procedures with the client's representative, consultants and, in the case of housing estates, providing the Manager with record drawings, a maintenance manual and feedback on technical matters.
29. Responsible for management, supervision and training and advancement of staff. Responsible for time-keeping, authorising leave, training and mileage as well as all general conduct, absence and discipline matters. Responsible for setting appraisal targets for staff and carrying out mid term assessments and end of year appraisals
30. Undertakes management of specific interdisciplinary projects including the co-ordination of the work of architects, surveyors and structural engineers whether these professional services are provided in house or by appointed consultants.
31. Responsible for the briefing and co-ordination of the work of consultants appointed by the Housing and Regeneration Department and advises senior managers of consultant's performance.
32. Responsible for undertaking an audit of schemes during and at completion of contracts to ensure compliance with council codes or practices. Ensures that Health and Safety file has been completed correctly throughout each contract and that all relevant information is supplied by contractor.
33. Responsible for all budgetary cost control of a variety of planned maintenance/breakdown repair contracts and the major capital contracts of installation or refurbishment.
34. Oversees the monitoring and adjustment of the energy management systems (EMS) and the effects of the EMS has on service provision and fuel consumption.
35. Undertakes technical assessment of insurance reports with appropriate action.
36. Ensures compliance with Health and Safety requirements with specific regard to appliance servicing and the updating of technical data base records. Ensure all safety testing equipment is calibrated annually to ensure that information is correct for reports for others or should it be required at court.
37. Carries out CDM duties complying with CDM 2015, coordinating principle contractor and designer, ensuring both health and safety on site and safe disposal of waste is monitored to meet environmental requirements.



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38. Responsible for ensuring the council meets its government requirements for carbon reduction by ensuring that energy saving equipment is fitted on both domestic and communal contracts.
39. Ensure contractors use IT on line to facilitate paying invoices, storing annual inspection certificates to ensure paper storage is minimized. Monitor contractors inputting of service dates on the housing management system.
40. Responsible for pursuing any grants that become available for the HRA in relation to energy saving installations throughout the borough and ensure that documentation required is provided to external consultancies as required.
41. Identify any redundant boiler-houses that can be utilized for hidden homes/ store sheds or bicycle store room and inform management.
42. Review and introduce new S.O.R.'s and procure extra staff training as statutory legislation changes to reflect this.
43. Ensure all staff identified are responsible for areas that they are specifically trained in and have expertise and knowledge. Make sure that their continued training needs in these areas are kept up to date at all times.
44. Ensure that the Council's asbestos database is updated when asbestos is found by staff and contractors and provide information to future contractors when attending these sites.

#### **Generic Duties and Responsibilities**

45. To contribute to the continuous improvement of the Borough's of Wandsworth and Richmond services.
46. To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
47. 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
48. 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.
49. 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.
50. 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**

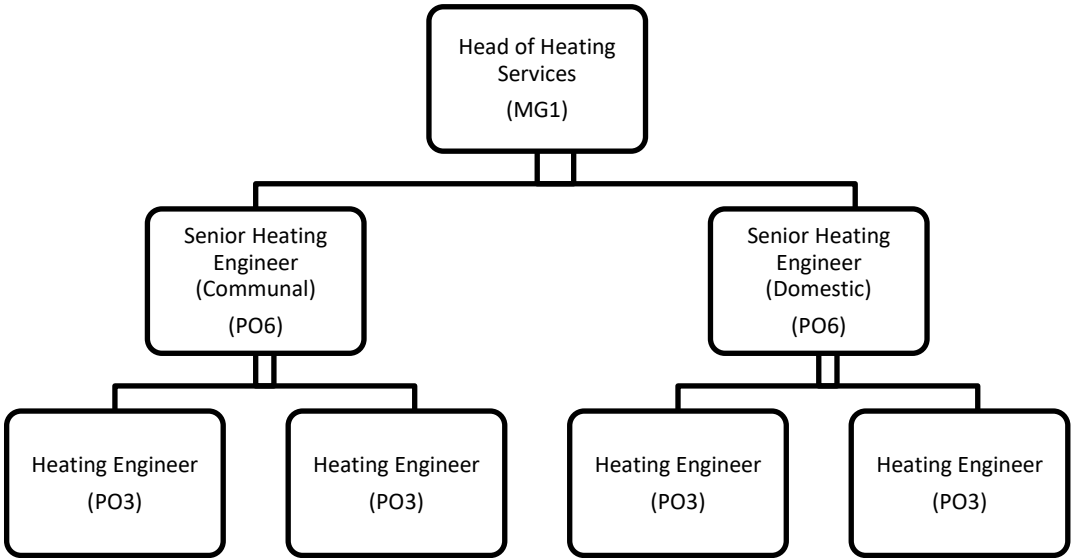


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51. Attends evening meetings as necessary and will participate in the Council' stand-by arrangements to ensure continuity of service out of normal working hours and in emergencies.
52. Must maintain contact with heating industry bodies and statutory 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.
53. 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.
54. Has deputising responsibilities for the authorising of orders, invoices and general HR and administrative tasks in the absence of the Business Transformation and Supports Services Manager



**Team structure**





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## Person Specification

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### Our Values and Behaviours<sup>1</sup>

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.

<b>Person Specification Requirements</b>	<b>Assessed by A &amp; I/ T/ C</b>
<b>Knowledge</b>	
1. Detailed knowledge & experience of installing and maintaining all types of Individual & Communal Heating Systems, Communal Cold Water Booster Systems, Sprinklers, Communal Extract Systems, Se-Duct/ U -Duct flue systems, ground and air source heating and alternative energy systems.	A / I
2. Detailed knowledge and awareness of Health and Safety, heating and associated regulations and leasehold management practice	A / I





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on heating and associated projects and support and maintenance issues. Including a knowledge of Minor and Intermediate JCT contracts.	
3. 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. Demonstrate an awareness and understanding of duties, responsibilities and principles in relation to safeguarding children and vulnerable adults within the work role.	A / I
<b>Experience</b>	
4. Extensive managerial experience & ability to manage a team of highly professional heating engineers and consultants.	A / I
5. Experience of costing complex heating and associated works, budgets management and monitoring..	A / I
6. Extensive experience of contract management & project control procedures for complex works.	A / I
<b>Skills</b>	
7. An aptitude for using a range of business application software, including Word, Access, Excel, document management and web based systems. An ability to effectively support staff using this business software.	A / I / T
8. Effective written and oral communication skills, in particular the ability to formalise business scheme requirements in technical terms and explain technical issues to other professionals, departmental staff and consultants, including appropriate presentation skills. As well as the ability to communicate effectively with members of the public.	A / I / T
9. The ability to work under pressure to meet tight deadlines and to determine competing and changing priorities for the heating team.	A / I
10. The ability to train and motivate staff to secure and maintain improvements in the quality of their work and improve future schemes.	A / I



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11. The ability to identifying the need for change, then to introduce and manage changes designed to reduce costs or improve service delivery.	A / I
<b>Qualifications</b>	
12. Qualification in Heating/ Current A.C.S. Gas qualifications in domestic gas safety and domestic appliances (boilers, gas fires, water heaters and cookers) Testing or Equivalent Building Services HNC qualification with working knowledge of current gas regulations and substantial knowledge of heating services within housing properties and estates ranging from older dwellings to modern high rise new developments.	A / I / C
13. 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**