

## Heating Contracts Officer – Building Services

What are we looking for?		How will we check if you have it?
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Level 2/4 Gas Safety Management in Social Housing, or equivalent.</li> <li>• City &amp; Guilds or HNC in Building Services Engineering or be working toward either qualification or have extensive appropriate experience.</li> <li>• Ideally Membership of a relevant body (e.g. IOSH, RICS,CIOB, RIBA, CIBSE,)</li> <li>• Holder of a Health and Safety or relevant qualification (NEBOSH, IOSH, ACS Gas competency)</li> </ul>	Application form and Interview
<b>Mobility</b>	<ul style="list-style-type: none"> <li>• This role may require you to travel from site to site where there is not always convenient public transport; if you do not have your own motor vehicle you will have to demonstrate how you will carry out this aspect of the role.</li> </ul>	Application form and interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Knowledge of Domestic Heating within Social Housing, including government and industry guidance, British standards and building regulations including Gas Safety installation and use regulations.</li> <li>• Experience of successfully undertaking a similar role in asset compliance or health and safety ensuring compliance with legislative, regulatory or governance requirements.</li> <li>• Customer focused with excellent written and verbal communication skills, with the ability to work at all levels within the business.</li> <li>• Results driven with strong analytical skills, including the ability to critically analyse information, and experience of providing meaningful management information.</li> <li>• Experience and knowledge of the current housing-related legislation of compliance on gas safety.</li> <li>• Experience managing Health &amp; Safety with Construction (Design &amp; Management) Regulations</li> <li>• Experience of contract management and performance-led activities with the compliance sector.</li> <li>• Experience of engaging with customers/residents</li> <li>• Effective contract management skills including managing service and maintenance contracts.</li> <li>• Clear understanding of risk management and compliance requirements for area of risk.</li> </ul>	Application form and interview

<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Able to communicate effectively (verbally and in writing) and influence.</li> <li>• Excellent numeracy and IT skills</li> <li>• Ability to manage complex budgets</li> <li>• Ability to provide clear and concise technical advice and reports</li> <li>• Strong project management skills</li> <li>• Strong contract management skills</li> <li>• Able to plan, organise and prioritise</li> <li>• Ability to think and act strategically</li> <li>• Ability to show respect for others in all aspects of work</li> <li>• Ability to think effectively and identify improved ways of working</li> <li>• Team management with a strong customer focus</li> <li>• Knowledge of building contracts, housing and statutory compliance legislation</li> <li>• Understanding and using O&amp;M manuals and construction health and safety files</li> <li>• An understanding of BIM</li> </ul>	Application form and interview
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<b>Core Competencies</b>	<b>Liaising and Networking:</b> Able to build constructive relationships with others both inside and outside the organization to improve knowledge, share information and ensure effective business practices	Application form and interview
	<b>Planning and organisation:</b> Develops project plans involving others and prioritises work to ensure that key deadlines are met	Application form and interview
	<b>Achieving results and quality focus:</b> Demonstrates an understanding of what the organisation is trying to achieve and gets results even in challenging or difficult situations	Application form and interview
	<b>Communication:</b> Communicates in a clear and understandable way, coming across to others as positive and approachable	Application form, interview and Test

<b>Core competencies</b>	<b>Customer Focus:</b> Provides effective support to customers in response to their needs, managing expectations and continually seeking to improve the service	Application form and interview
	<b>Financial and Numeric Awareness:</b> Uses statistics and numerical information to inform decisions and activities and is able to set budgets and control costs within them	Test
	<b>Judgement and decision-making:</b> Is able to take responsibility for difficult decisions, staying calm under pressure and consulting with others as appropriate to solve problems	Application form, interview and test
	<b>Working with others:</b> Works in a co-operative and supportive way with team members and others using initiative appropriately to get things done	Application form and interview
	<b>Influencing and Negotiation</b> Uses a range of styles and sound arguments to convince others demonstrating a clear point of view but negotiating when appropriate	Application form and interview
	<b>Managing change and innovation</b> Produces ideas for improvements, new activities and problem solving, supporting others to overcome difficulties with change	Application form and interview