



## **Job Description**

**JOB TITLE:** Heating Contracts Officer – Building Services

**LOCATION:** Newlon House London

**SALARY:** £36,382 per annum + eligibility for up to 5% performance related pay

**REPORTING TO:** Team Leader Building Services

## **MAIN OBJECTIVES**

The purpose of the role is to oversee the Domestic, Commercial Heating function on behalf of the Newlon group to ensure full compliance with all statutory and regulatory requirements, providing efficient and effective planning, administrative and technical support as required.

To manage all domestic, commercial and ESCO heating stakeholders and customer enquiries, analyse, assess and interpret domestic, commercial, managing agents and ESCO heating services. Manage day to day contract management services, maintain accurate domestic and commercial heating compliance records. Manage the compliance register, including undertaking a review of all, the communal and commercial systems to ensure compliance and value of money. Manage all domestic heating certificate activity as well as, processing all payments for approved contracted works. Manage stakeholders effectively building a constructive working relationships to effectively deliver the groups domestic and commercial heating compliance objectives. Ensure internal business processes are followed in line with the Group's policy, procedures and statutory requirements.

## SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards and Outcomes
1.	To be responsible for ensuring that all properties remain compliant with heating and hot water.	<p>All required databases both internal and external contractor portals to be checked on a frequent basis to ensure properties remain compliant.</p> <p>Reports to run and filed to ensure a record is being kept of compliance for all properties including any reconciling all relevant databases which information is stored.</p> <p>Required compliance KPI to be monitored in line with performance goals.</p> <p>Oversee all arrangements where third parties provide heating services to our properties and ensure there is effective oversight of performance and delivery of these services.</p>
2.	To take day to day responsibility for administering Newlon's heating servicing contracts. Liaise with the heating contractor over service visits and assist in dealing with access issues. Monitor and report compliance with the aim of ensuring 100% Heating safety certification. Monitor gas contractor performance and liaise with contractor over low level performance issues.	<p>Compliance certification at 100%</p> <p>Requests for variations dealt with quickly and in line with Newlon policy.</p> <p>Gas compliance and contractor performance KPIs regularly and accurately reported.</p> <p>Budget monitored and reported accurately to manager.</p>
3.	To be responsible for the processing of invoices for the Building Services Team applicable for the compliance stream allocated to this role.	<p>All invoices correctly and promptly processed.</p> <p>To check that all works orders completed by contractors are correctly invoiced.</p> <p>All administration and performance monitoring systems maintained promptly.</p> <p>High degree of accuracy regarding the location and content of information.</p>

4.	To be specifically responsible for ordering works and authorising contractor payments relevant to the allocated compliance stream for the role	<p>Supplier payments processed in line with agreed terms.</p> <p>Minor works orders placed in line with financial standing orders and to correct target timescales.</p> <p>Rejected and withheld invoices are correctly documented and followed up on a regular basis.</p>
5.	To be responsible for verification of works completed and their quality. Oversee and or carry out a programme of post inspections (by phone or in person) to confirm identified works have been completed in line with suppliers contractual agreements.	<p>Arranging consultant's visits or visiting Newlon properties to inspect works. Inspections and checks carried out diligently and results accurately recorded.</p> <p>Residents contacted at home to confirm works completed and to an acceptable standard.</p> <p>Higher value repairs and significant problems identified and reviewed during contract meetings.</p> <p>Required % of works quality checked and post inspected.</p>
6.	Assist in budgetary control by monitoring and reporting expenditure to services suppliers. Liaise with suppliers over future and variation costs to update forecasts and maintain accurate reporting. Reconcile contractor invoice accounts on a regular basis.	<p>Budget estimates for future work are provided to manager.</p> <p>Service budgets are tracked and accurately reported to manager.</p> <p>All accrued works orders regularly validated and invoices requested where necessary.</p> <p>Assisting with the preparation of budgets for service charge purposes.</p> <p>Produce budgetary and performance information for reporting purposes.</p>

7.	To carry out computerised and manual administration on a variety of databases used by the Property Services department. Particularly taking the lead with responsibility for maintaining the compliance Register and reporting compliance certification within True Compliance, Integrator and any other relevant systems or portal.	<p>All records maintained promptly.</p> <p>High degree of accuracy regarding the location and content of information.</p> <p>Information relating to residents, clients and other customers maintained confidentially.</p> <p>Accurate register of all properties with Safety certificates where required and action taken to resolve those where a certificate is overdue.</p> <p>Regularly reconcile the compliance register with contractor records to ensure 100% accuracy and compliance.</p>
8.	To manage the performance of Compliance and M&E contractors within Building services ensuring a consistent service is delivered to Newlon customers	<p>To monitor performance of contractors against contract specification and any failings are followed up effectively through contract performance meetings.</p> <p>Develop strong working relationships with contract partners to ensure consistency in delivering excellent customer service in line with Newlon gold and Newlon's contract management procedures.</p>
9.	To liaise with external contractors and consultants in relation to variation requests, queried invoices, metering and billing and un-completed works orders.	<p>Trained and competent to deal with enquiries.</p> <p>Prompt, appropriate action taken to resolve issues.</p>
10.	To receive and deal with complaints, queries and requests from residents, managing agents and third party heat suppliers related to Service Contracts. Liaise with colleagues and residents to provide a customer service in line with Newlon Gold principles.	<p>Records on complaints received are recoded and accurately maintained within dynamics.</p> <p>Attempts are made to resolve complaints or queries directly, with guidance from line manager as required.</p> <p>All complaints and queries are addressed in a timely way and all residents are dealt with according to Newlon Gold service principles.</p>

11.	To contribute to the effective running and development of the department where necessary to cover the work within any of the Property Service teams.	<p>Effective participation and contribution to meetings.</p> <p>Provide assistance to the Team Leader as requested.</p> <p>Provide assistance to the Customer Contact Centre as required.</p> <p>Works effectively in a team participating, responding positively and putting extra effort into achieving team objectives.</p>
12.	To contribute to maintaining an effective work-place	<p>All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to.</p> <p>Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers.</p> <p>Objectives of reliability, consistency, speed and awareness built into all activities.</p> <p>Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities.</p> <p>Collaboration across teams actively promoted at all times.</p>
13.	To ensure that exposure to risk with Health and Safety is minimised.	<p>Ensure contractors are compliant with health and safety issues as they relate to legislation and Newlon's procedures,</p> <p>Ensure contractors are aware of the risk of H&amp;S in Newlon's properties and adhere to the Trust's management strategy,</p> <p>Carry out all obligations relevant to your role under the internal procedure.</p>

No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.