

Heating Contracts Officer – Building Services

What are we looking for?	How will we check if you have it?
Qualification	<ul style="list-style-type: none"> • Level 2/4 Gas Safety Management in Social Housing, or equivalent. • City & Guilds or HNC in Building Services Engineering or be working toward either qualification or have extensive appropriate experience. • Ideally Membership of a relevant body (e.g. IOSH, RICS,CIOB, RIBA, CIBSE,) • Holder of a Health and Safety or relevant qualification (NEBOSH, IOSH, ACS Gas competency)
Mobility	<ul style="list-style-type: none"> • 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.
Experience	<ul style="list-style-type: none"> • Knowledge of Domestic Heating within Social Housing, including government and industry guidance, British standards and building regulations including Gas Safety installation and use regulations. • Experience of successfully undertaking a similar role in asset compliance or health and safety ensuring compliance with legislative, regulatory or governance requirements. • Customer focused with excellent written and verbal communication skills, with the ability to work at all levels within the business. • Results driven with strong analytical skills, including the ability to critically analyse information, and experience of providing meaningful management information. • Experience and knowledge of the current housing-related legislation of compliance on gas safety. • Experience managing Health & Safety with Construction (Design & Management) Regulations • Experience of contract management and performance-led activities with the compliance sector. • Experience of engaging with customers/residents • Effective contract management skills including managing service and maintenance contracts. • Clear understanding of risk management and compliance requirements for area of risk.

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

Core competencies	Customer Focus: Provides effective support to customers in response to their needs, managing expectations and continually seeking to improve the service	Application form and interview
	Financial and Numeric Awareness: Uses statistics and numerical information to inform decisions and activities and is able to set budgets and control costs within them	Test
	Judgement and decision-making: 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
	Working with others: Works in a co-operative and supportive way with team members and others using initiative appropriately to get things done	Application form and interview
	Influencing and Negotiation 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
	Managing change and innovation Produces ideas for improvements, new activities and problem solving, supporting others to overcome difficulties with change	Application form and interview