

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Heating Manager	Grade:	SMG1
Reports to (Designation):	Head of Compliance	Grade:	
Directorate:	Housing	Department:	

Main Purpose of the job:

Responsible for the management of London Borough of Lewisham statutory responsibilities in relation to all forms of heating throughout our stock, this includes gas and non-gas heating. Leading, managing and motivating the Heating Technical Officer to ensure full compliance with all statutory and regulatory obligations, including the development and management of an effective risk management approach. You will client manage external contractors delivering on budgets and capital work projects. Communicate and liaise with stakeholders, internal teams, managing the day-to-day service with the team to include testing, maintenance and servicing, ensuring a comprehensive approach is taken. Working with the Head of Compliance to deliver a forward-thinking service that responds to the needs of customers and stakeholders, whilst being efficient and effective. To deputise for the Head of Compliance. Responsible for the managing of Lewishams statutory responsibilities in relation to all types of water hygiene as detailed within Lewisham Council water hygiene policy. To manage a planned program of ventilation servicing and repairs.

Summary of Responsibilities and Personal Duties:

1. Manage the approach to commercial gas, domestic gas and non-gas heating systems. Ensure Lewisham Council compliance, statutory obligations and regulatory undertakings are delivered with regards to health and safety compliance for but not limited to, gas and carbon monoxide, domestic and commercial gas, solid fuel, oil, and underfloor heating.
2. Maintain, develop, implement, and manage an effective and timely program across all heating systems. Monitor, review and evaluate the service area giving recommendations and proposals for continuous improvement as well as manage key projects.
3. Have in place a live comprehensive and current survey of risks in relation to all heating systems and ensure that effective plans are in place for the management and reduction of risks in line with policies and procedures. At the same time ensuring that you, the team and Lewisham Council are up to date with all statutory and regulations relating to Heating systems so that we maintain compliancy.
4. Influence, develop and review policies in accordance with current legislation, technological advances and quality assurance systems including co-ordinate internal and external compliance solutions. Contributing to the development of strategic policy whilst working with others in Lewisham Council to develop innovative solutions, timely and cost-effective best practice.

5. Provide specialist support and input into the development and delivery of the investment and new build program, to ensure it maximizes efficiencies and the long-term investment made to Lewisham Council and its customers.
6. To client the Heating contractors and to ensure any works are completed to the required standard and specification. Setting and delivering performance standards (KPI's), proactively monitoring performance, and resolving any failures through a contractual approach.
7. To client the third-party QA consultants, directing work and contract managing their performance and outputs.
8. Oversee property portfolios other than general needs core stock as directed in respect of heating.
9. Provide effective visible leadership as a Client Contract Manager, the team and the wider business within Lewisham Council, ensuring that challenging objectives and requirements are met with a positive and performance focused environment. Establish partnerships with internal and external stakeholders and work collaboratively.
10. Manage stakeholders effectively confident in influencing, negotiating, and building constructive working relations to deliver Lewisham Council Compliance Strategy within your remit.
11. Review budget spends ensuring that expenditure is robustly managed in line with the financial controls and contractual agreements. Manage, present and report on budget spend and forecast considering capital spend to the Head of Compliance.
12. Manage the team to effectively deliver the services, including the legal legislation in line with the heating systems, as well as managing the team with pre/post inspections and ensuring up to date information is captured for reporting and actioning purposes.
13. Responsible for the managing of Lewisham Council statutory responsibilities in relation to all types of water hygiene as detailed within Lewisham Council water hygiene policy.
14. To manage a planned program of ventilation servicing and repairs.

Leadership and Staff Management

- Lead and promote a positive working environment where the team provides responsive and professional advice to achieve excellence in service delivery.
- Provide leadership and effective performance management to develop and maximise individual, team and organisational capabilities.
- To directly line manage reports ensuring regular supervision and professional development takes place in line with the People Management Framework.

Collaboration & Culture

- To fully support the management team in the development and delivery of cultural change plans and interventions within Lewisham Council.

Risk Management

- Ensure all activities in designated areas of responsibility are managed in accordance with best practice, with appropriate strategies, policies and monitoring in place in order to manage and minimise risk and maximise the use of resources.
- Responsible for the management of relevant budgets and compliance with financial procedures.
- Comply with all Lewisham Council policies, including but not limited to contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity. Always ensure compliance with employment law and regulatory requirements.

Generic responsibilities

- Take responsibility for own learning and development to ensure an effective value-added contribution to the Service and organisation's objectives are maintained
 - Ensure all work reflects Lewisham Council corporate objectives and values
 - Comply with the requirements of the PDR process and undertake such development activities as are required to improve performance and ensure that service objectives are met, undertake specific projects as part of individual development
 - Comply with all Lewisham Council policies, including contractual standing orders, financial regulations and all HR policies and procedures in particular Health & Safety and Equality & Diversity
- This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

Internal Contacts: These include London Borough of Lewisham Employees

External Contacts: This will include Gas Contractors and Gas consultants, and other regulatory bodies.

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title: Heating Technical Officer No of posts 1

PERSON SPECIFICATION

JOB TITLE: Heating Manager

DEPARTMENT: Compliance

GRADE: SMG1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Commitment to implement the Council's Equal Opportunities policies	S
Awareness of Equal Opportunities issues	S
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	
Understanding of how equality and diversity relates to this post	
Knowledge	
Demonstrates financial awareness, delivers efficiencies, controls cost and thinks in terms of added value	
Clear analytical thinking, gets to the heart of complex problems and issues to resolution	
Innovate and develop modern methods of working to drive out inefficiencies and improved value for money in the delivery of the service	S
Incorporates changes in policy, legislation, and markets in the execution of their role	S
Aptitude	
Demonstrates financial awareness, delivers efficiencies, controls cost and thinks in terms of added value	
Clear analytical thinking, gets to the heart of complex problems and issues to resolution	S
Innovate and develop modern methods of working to drive out inefficiencies and improved value for money in the delivery of the service	S
Incorporates changes in policy, legislation, and markets in the execution of their role	
Inputs into changes in teams and strategies within the business in a professional manner and able to maintain own motivation	
Demonstrates financial awareness, delivers efficiencies, controls cost and thinks in terms of added value	
Skills	(To Be Tested – T)
Skills can only be used as shortlisting criteria if the skill is to be tested	
Presents factual and clear information to support recommendations and challenges. Gaining agreement when discussing or explaining difficult issues within work area.	S
Develops the skills and experience of team members, contributing to the professional delivery of the service	
Demonstrate excellent communication skills and the importance of effective and timely communication	S

Focuses on customer needs and satisfaction with a commitment to Make A Difference and active engagement in promoting it	
Have excellent stakeholder management skills with a track record of building strong working relationships.	S
Works productively in a high-pressure environment and is able to manage risks and priorities	
Experience	
Experience of working at managerial level or equivalent in a similar environment	S
General Education	
A relevant subject matter qualification	
A Recognised Qualification in domestic and commercial gas	S
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** ☒ **Standard** ☐ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)