

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Heating technical officer **Grade:** PO5
Reports to (Designation): Heating manager **Grade:** SM1
Directorate: Housing, Quality & Investment **Section:** Compliance

Main Purpose of the job:

- To work with the Heating Manager to deliver the management of Lewisham's statutory responsibilities in relation to all forms of heating throughout our stock, this includes gas and non-gas heating in a domestic and commercial environment.
 - Delivering on the statutory regulations and liaising with contractors, customers and stakeholders.
 - Working on the day-to-day service within the Compliancy team to deliver on day to day services including testing, maintenance and servicing.
 - Ensure team working to ensure that all aspects of heating for Lewisham is compliant, efficient and effective.
 - Ensure that contractors maintain the highest standards of Health and Safety intervening when required.
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Summary of Duties & Key Responsibilities

- In line with heating safety management provide specialist support and input into the delivery of the service. Including dealing with complaints to a resolution providing factual information and taking decisive action where there has been either a system, contractor or customer failure of the Assets.
- To be responsible for pre and post inspecting works out on site for both domestic and commercial sites, carried out by external contractors and internal teams.
- As a Landlord, Lewisham council is legally responsible for our tenants in relation to gas safety, therefore a key part of your role is to ensure that the LGSR's remain up to date and action taken where access to customer's homes is being denied. You will work with the Compliance and Legal teams to ensure that we achieve 100%. In addition, work with the Heating administrator to ensure that our records are accurate and readily available.
- Effectively administer Lewisham council' landlord compliance contracts, delivering performance standards and pro-actively monitoring progress, the effective resolution of issues and the delivery of value for Lewisham council' customers.
- Ensure contractors and consultants are properly briefed, report progress regularly to the Heating Manager, deliver value for money and resident satisfactions whilst meeting Lewisham Council objectives.
- Liaise effectively with 3rd parties to ensure that systems are fully compliant and meet health and safety standards. Update the recording of outputs on Lewisham council systems including but not excluding Capita.
- Liaise with administration staff to ensure that opportunities to maximise access are taken providing support where required.

- Run reports to manage work in progress, and liaise with appropriate contractors to ensure KPI's and targets are being delivered, escalating any concerns to the Heating Manager and working with him/her to resolve.
- Be a key point of contact for any queries or failures raised in relation to commercial, domestic gas and non-gas heating systems.
- In line with gas safety and heating systems management provide specialist support and input into the development and delivery of the investment and new build program, with the Heating Manager to ensure it maximizes efficiencies and the long term investment made to Lewisham Council and its customers.
- Assist the Heating Manager with budgets and forecast spends.
- To assist with complaint handling

General Terms

- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development and review scheme.
- Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.
- Ensure compliance with safeguarding procedures
- To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
- This job description is a guide to the level and range of responsibilities you will be expected to undertake. It may be changed from time to time to reflect changing circumstances and demands. As directed, you will undertake additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.

PERSON SPECIFICATION

JOB TITLE: Heating technical officer

POST NO: 60254

DEPARTMENT: Compliance

GRADE: PO5

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 but 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	
• Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
• Understanding of how equality and diversity relates to this post	
Knowledge	
• Takes responsibility for own actions, strives to deliver an excellent service to a high standard.	
• Delivers to commitments – does what they say they will do.	S
• A sound knowledge of Safeguarding procedures	
• Talk positively about the organization, commits to its vision and mission in their work.	
• Prepared to take the initiative when operating alone and shows a 'can do' attitude under pressure whilst working with honesty and integrity.	
• Delivers Value for Money – considers cost, time and value in their actions	S
• Make decisions within their power to make	
• Understanding of professional boundaries and adhere to confidentiality policies and GDPR regulations	S
• Takes direction from their leaders and plans their work to meet objectives.	S
• Is professional and takes pride in their work	S
• Actively tries to help others solve their problems, thinking about solutions which help solve the issue.	S
• To use a flexible and engaging coaching style of management to support and develop colleagues for the benefit of the individual, service and organization.	
Aptitude	

• Doesn't walk by a potential safety hazard – reports it or takes action appropriately	
• Ensures own actions doesn't put themselves and others at risk	
• The ability to be impartial and professional when working with internal and external stakeholders	
• A positive, non-judgmental, empathetic and sensitive approach.	
• Ability to undertake the work within an anti-discriminatory and empowerment framework	
• Ability to remain calm and effective in crisis and when under pressure	
• Ability to work effectively both independently and as part of a team.	
• Resilience and the ability to cope with emotionally draining and traumatic situations	
• Flexibility to adapt to new tasks and situations.	
• The ability to reflect on own practice; undertake training advice and constructive feedback	
Skills	
Skills can only be used as shortlisting criteria if the skill is to be tested	
• Effective teamwork skills, including within a multidisciplinary service or multi-agency network.	
• Excellent interpersonal and communication skills - ability to communicate sensitively and effectively with internal and external stakeholders	
• The ability to advocate, negotiate, mediate and interpret on behalf of service users when overseeing complex cases around heating and hot water.	
• Excellent organizational skills, able to manage own work program and meet agreed timescales	
• Experience of working on a heating contract and working with external heating contractors and consultants.	S
• Excellent IT and reporting skills to record and maintain accurate data.	
• Good observation and listening skills.	
Experience	
• Experience working in a social housing environment delivering services.	S
• Experience of developing and maintaining relationships with internal and external stakeholders and across services and supporting them to work together.	
• Experience of caseload management and prioritizing.	S
• Experience of working in culturally diverse communities.	S
• Experience of addressing equal opportunities issues.	
General Education	
• Relevant experience in social housing around domestic and commercial heating and hot water installations.	S
• Have current Domestic Gas Safe qualifications	S
• Preferably educated to A-level/Degree standard or equivalent	
Personal Qualities	
• Willingness to take responsibility for personal and professional development.	
• Willingness to work in different stressful environment managing competing demands	

and skill to prioritise own work and work of others	
<ul style="list-style-type: none"> Interpersonal qualities to support developing, maintaining and managing relationships including during periods of stress. 	

Internal Contacts: These include working with teams across Lewisham Council to deliver compliance requirements.

External Contacts: This will include working with heating contactors, consultants and external manufacturers.

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

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 post holder

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

Number of fully managed staff: None

Circumstances

- Can travel to attend meetings in and out of the borough at short notice.
- Satisfactory basic criminal records bureau disclosure.

DBS Disclosure Required? **No** ☐ **Basic** ☒ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post