Contract Works Officer - Gas
£25,951 - £32,486
Stonebrook Way (also covering South/East area)
Working 36.50 hours per week

Birmingham City Council has an opportunity for skilled and motivated Gas Contract Works Officers. Based in the South/East of the City, you will be required to ensure the Councils Repairs, Maintenance and Capital Works Contractors carry out all repairs, maintenance, and install gas installations in Council owned properties, in accordance with Gas Safe Regulations and manufacturer’s instructions and guidance. You will have responsibility for a defined area of up to 23000 properties.

You must hold an ACS accreditation and be fully conversant with the Gas regulations in particular gas safety (installation and use) regulations 1998 as well as all relevant building regulations.

Requirements are of the role include the following

- Core Gas Safety CCN1
- Central heating boilers and water heaters CENWAT
- Cookers CKR1
- Gas Fires HTR1

You will have previous experience of delivering Gas Maintenance Services and Planned Works from inception to completion and within budget. You will also have excellent communication and interpersonal skills, allowing you to build and maintain positive relationships with all customers.

For informal enquiries contact Jeff Ball or Mark Wright 0121 675 4750.

Ref: PL5042018

Closing date: Thursday 11th January 2018

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
Place Directorate

Job Description

JOB TITLE: Contract Works Officer
GRADE: 4
DIVISION: Central Housing Services
SECTION: GAS

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: NO

1.0 JOB PURPOSE

To prepare detailed works instructions in the areas of Gas Servicing and monitoring programmed works and progress repairs/improvements. Deal with all customer complaints in a timely manner. Investigate any breaches of gas regulations and work closely with our safety team, HSE and Gas Safe. Direction and instruction of contractors in respect of 'on site' progress and quality of work. Preparation of payments at various stages up to and including final certification of works completion to standards outlined in contract specification, and in accordance with the City Council's Standing Orders. To carry out process auditing and continuous process improvements to develop and implement partnering arrangements to improve service delivery.

2.0 DUTIES AND RESPONSIBILITIES

1. Will control and direct in accordance with Council’s policy objectives, the delivery of the housing service within the Area for which he / she has responsibility.

2. Will monitor the performance of staff, Contractors, resources and functions under his/her control to ensure effective delivery of the housing service to meet the requirements of all Housing Contracts.

3. Will regularly assess the ongoing requirements of housing tenants/customers and determine appropriate objectives to meet their needs.

4. Will ensure the establishment of a conducive working environment and atmosphere for staff, placing appropriate emphasis on their individual training and industrial relations needs.

5. Will regularly prepare and present, as appropriate. Reports on the performance of the activities under his / her control.

6. Will ensure that all activities are undertaken within approved budgets and in accordance with the Council’s Standing Orders and Financial Regulations.

7. Responsible for the identification and diagnosis of building defects and for the preparation of
suitable improvement schemes including line drawings, the origination of detailed work schedules in accordance with the Employer’s Schedule of Unit Rates and Specification of Quality of work and Materials and the origination of scheme briefs for repair and/or improvement projects for issue to Contractors and Consultants/resources.

8. Responsible for ensuring that all work is undertaken in accordance with the Employer’s Specifications and appropriate audit checks are carried out.

9. Responsible for day to day contract control and supervision with respect to “on site” progress, quality of work and materials and building control monitoring of Contractors ensuring that the same scheme stays within the financial cost limits and reporting any over/under expenditure. Particular attention will be paid to monitoring customer satisfaction levels and progressing complaints.

10. Responsible for the certification of payments at all stages up to and including final certification, the monitoring of expenditure and preparation of reports in respect of potential over/under expenditure

11. Will ensure that all opportunities to issue work on a programmed basis to achieve value for money and customer satisfaction are progressed.

12. Responsible for ensuring Building Regulations, Gas regulations, Building Control and Safety Standards/Risk Assessment/CDM’s are achieved and maintained.

13. Responsible for progressing Section 82 Notices served under the environmental Protection Act 1990. Involving investigation plus technical advice/guidance/support, as necessary. May include Court appearances as a specialist witness on behalf of the Employer and to assist Departmental representatives in the area of litigation.

14. Responsible for providing technical advice/guidance/support including work relating to leaseholders.

15. Will participate in the “Right to Repair” provision as required by legislation and direction of the Council.

16. Responsible for preparation and response to correspondence as necessary.

17. Will assist with surveys of the housing stock to appraise the structural condition of property.

18. Will actively take party in any other training initiatives, including team briefing as required.

19. Audit/planning/improvements

20. Auditing the processes, challenging working practices and continually reviewing to improve service delivery.

21. Ensure policy changes and procedures are communicated and implemented

22. Establish and foster links with the community, including client groups, tenants associations, Housing Liaison Boards, Contract Boards and all other groups representing client groups.

23. Develop and maintain effective relationships with other Contractors and City Council services in order to facilitate corporate actions to deal with problems identified by the Housing Department or other landlords, but requiring wider solutions.
24. Maintain and develop appropriate links with other agencies, statutory and voluntary, involved in the provision of services to customer / tenants.

25. Establish links with RSL’s and Housing Management to ensure appropriate consultation with regards to the housing stock.

26. Suggest and research policy change.

27. Review policies and maximise tenant involvement.

28. Assist in the review, development and introduction of new technology.


30. Decisions related to day to day technical and contractual matters.

31. Preparation and maintenance of reports, returns and records etc.

32. Production and maintenance of financial and statistical returns.

33. Preparation of reports and costs of a technical nature.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Service Coordinator

JOB NO:

3.2 LEVEL OF SUPERVISION

Plan own work to ensure the meeting of defined objectives

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

<table>
<thead>
<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION</th>
</tr>
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<tbody>
<tr>
<td>Clerical</td>
<td>2</td>
<td>1</td>
<td>Left to work within established guidelines subject to scrutiny by supervisor</td>
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</table>
5.0  SPECIAL CONDITIONS

Will be responsible for the implementation of any training initiatives.

Current full driving licence required, and own vehicle for which a mileage allowance will be paid.

In partnership with your Manager, develop strategies to enable you to meet those needs, in line with the objectives of the organization.

It may be necessary to undertake activities outside of usual office hours.

Adequate notice of such work will be given and will be paid or time off in lieu granted.
Place Directorate

Person Specification

Post: Contract Works Officer
Division: Central Housing Services

Grade: 4

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td><strong>Education/Qualifications</strong></td>
<td>1. You must hold ACS accreditation and be fully conversant with the Gas regulations in particular gas safety (installation and use) regulations 1998 as well as all relevant building regulations.</td>
<td>AF, I &amp; T</td>
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<tr>
<td>NB: Full regard must be paid to overseas qualifications.</td>
<td>2. Must have the following gas qualifications:</td>
<td>AF &amp; I</td>
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<tr>
<td></td>
<td>➢ Core Gas Safety CCN1</td>
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<td></td>
<td>➢ Central heating boilers and water heaters CENWAT</td>
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<td></td>
<td>➢ Cookers CKR1</td>
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<td></td>
<td>➢ Gas Fires HTR1</td>
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<tr>
<td><strong>Experience</strong></td>
<td>1. An ability to diagnose central heating faults and prepare correct solution to advise contractor/customer.</td>
<td>AF &amp; I</td>
</tr>
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<td>(Relevant work and other experience)</td>
<td>2. The ability to manage contracts and contractors to include:</td>
<td>AF &amp; I</td>
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<tr>
<td></td>
<td>➢ Managing the Client / Contractor</td>
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<td></td>
<td>➢ Performance measurement</td>
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<td>➢ Able to prioritise workload</td>
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<td>3. Well-developed knowledge of the current Gas Safety Regulations and compliance.</td>
<td>AF &amp; I</td>
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<td></td>
<td>4. A commitment to the delivery of the highest quality of service with an emphasis on the importance of the customers’ varied needs. This will include consultation with residents and translation of their needs into practical solutions.</td>
<td>AF &amp; I</td>
</tr>
<tr>
<td>CRITERIA</td>
<td>ESSENTIAL</td>
<td>M.O.A.</td>
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<tr>
<td>Experience</td>
<td>5. Gas ACS certified qualification, technical experience/ knowledge relating to Gas repair and maintenance. Previous experience within Local Government or Housing Association would be advantageous.</td>
<td>AF &amp; I</td>
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<tr>
<td>Skills &amp; Ability</td>
<td>6. Communication skills to enable you to relate to employees and customers and negotiate with Contractors and other organisations.</td>
<td>AF &amp; I</td>
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<td>7. Written communication skills to enable you to write reports and letters.</td>
<td>AF, I &amp; T</td>
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<td>8. An ability to prepare designs and schedules for domestic gas fired central heating systems.</td>
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<td>9. Interpersonal skills – excellent Customer Service and organisational skills.</td>
<td>AF &amp; I</td>
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<tr>
<td>Training</td>
<td>Willing to take part in appropriate training as and when required.</td>
<td>AF &amp; I</td>
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<tr>
<td>Other</td>
<td>A clean and current driving licence is required</td>
<td>AF &amp; I</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.