



Job Title:	Assistant Mechanical Services Manager
Grade:	Grade 10
Section:	Technical Services – Specialist Services
Reports to:	Gas Operations Manager
Responsible for:	Gas Team Leaders/Gas Engineers/ Contractors/ Technical Surveyors/Tenant Liaison Officers

The Job

- Assist the Gas Operations Manager in the development, management, monitoring and operational delivery of all Gas Operations and Services within Technical Services in accordance with all applicable Regulations;
- Identify and develop new areas of work within Gas Services for property assets both domestic and commercial;
- Provide knowledge and expertise within Technical Services for all Gas Operations and Services works carried out to ensure cost effective and timely delivery of all Gas Services ensuring compliance with the relevant Regulations for all work streams; and
- Ensure that all legislative requirements are delivered at operational level to ensure the Gas Safe Registration is maintained and renewed accordingly.

The Bigger Picture

- Manage a team of Gas Team Leaders, motivating them effectively to deliver results;
- Manage various contracts ensuring any relevant regulatory, financial and performance KPI's are achieved;
- Ensure high levels of productivity without compromising health and safety;
- Plan and promote multi-skilling, ensuring the service's flexibility and development to sustain current employment levels;
- Recommend changes to policy and procedures, to keep WDH at the forefront of technological advancements, to aid effective and efficient working;
- Ensure all aspects of work within the sphere of control of this post are carried out in accordance with the organisation's Customer Care Policy; and
- Undertake any other duties commensurate with the overall purpose of the job and the grade.

The Day to Day

- Deputise for the Gas Operations Manager as and when required;
- Assist in the generating and delivery of Gas Services operational plans and policies that will ensure the delivery of a high quality, cost effective, customer focused Gas Service delivery;

- Oversee financial performance of the Gas Section for all works delivered, identify strengths to build on and weaknesses to address;
- Evaluate areas of weakness, propose a solution to the problem, on agreement, instigate and monitor the required change;
- Develop, implement, monitor and control of agreed systems and procedures within Gas Services to ensure it achieves its objectives and operates on a financially viable and competitive basis for all work streams undertaken;
- Ensure that the specification of Gas Services and materials are fully compliant with the appropriate Regulations and consider future Repairs and Maintenance(R&M), Servicing and Replacement costs, lifetime cycle costing, serviceability and value for money;
- Ensure that all specification decisions are approved and communicated to the appropriate level and that the WDH Gas Specification is consistent throughout all works carried out in WDH for future familiarity with products, stores stock, van stock,. to facilitate a first time visit repair, price reduction based on volume;
- Monitor and identify resource peaks and troughs via accurate Resource Planning with Gas Team Leaders, budget holders and other WDH Managers;
- Be responsible for the procurement process for the employment of sub-contractors, technical, operational and financial management;
- Identify, direct and monitor the preparation of any required repair and maintenance schemes based on current cost and future preventative maintenance, prepare budgets when required;
- Actively contribute to the design and management of Gas Services Systems, whether new or existing, for all WDH premises including domestic and commercial properties;
- Regularly undertake site visits to ensure that all works carried out are to the highest possible standard and in accordance with Regulations;
- Carry out visual inspections, consulting with both Team Leaders and the workforce, identifying problems and providing solutions for the Gas Operations Manager;
- Ensure that all aspects of the applicable Regulations are adhered to ensure compliance;
- Be aware and monitor compliance with Health and Safety Legislation associated with work practices carried out for Gas Services, ensuring that responsibilities are clearly understood and that all required checks are carried out as required and duly recorded;
- Ensure that Health and Safety and Regulatory training needs are identified within the Gas Services Section and that all training needs are planned and attended in a timely fashion;
- Have awareness and knowledge of current and future technology for Gas Services/Systems such as ASHP/GSHP, Solar and other renewable energy solutions;
- Assist the Gas Operations Manager in the delivery of Gas Technical Updates, Briefings, Training and toolbox talks as required;
- Have a commercial awareness in the installation, servicing, and maintenance requirements of Gas Services Systems;
- Assist in other areas of Specialist Services as required;
- Be contactable outside of normal working hours should an emergency occur for advice in response to problems and attend site if necessary;
- Undertake additional duties reasonably allocated to the postholder that are commensurate with the grade and responsibility level for this post; and

Personal Contacts

Internal: Employees within WDH at all levels, Board Members.

External: All stakeholders of WDH, HETAS, WRC, external RSL's, Local Authorities, Government Dept's, outside Agencies, Ombudsman enquiries, Product Representatives, Clients, Contractors.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
Domestic ACS Gas Accreditations: CCN1, CENWAT, CKR1, HTR1	✓		AF / CQ	✓
Institute of Line Management Level 3 qualification or City & Guilds/NVQ equivalent or working towards.	✓		AF / CQ	✓
Appropriate Health and Safety Management Course, SMSTS/IOSH or equivalent or working towards.	✓		AF / CQ	✓
Commercial Gas ACS Accreditations: CDGA1, CIGA1, CODNCO1, CORT1, ICPN1, TPCP1A		✓	AF / CQ	

Determination				
Experience of significant success in the delivery of Gas Services Systems, System Design, Installation, Servicing, R&M (Diagnosis & Rectification knowledge) and commissioning.	✓		AF / I	✓
Ability to Plan, Programme, Organise and monitor the operational progress of Gas Services Systems, design, estimating, operational and financial completion outcome.	✓		AF / I	✓
Ability to work and operate within and adhere to Regulations, Policies and Procedures.	✓		AF / I	✓
Self-motivated and be able to respond effectively to working under pressure to meet all required deadlines.	✓		AF / I	✓
Conscientious, self-motivated and dedicated, able to lead a team, to deliver Services within targets and budget.	✓		AF / I	
Be an effective team player and	✓		AF / I	

communicator, to engage, encourage and motivate others.				
Experience in the management, motivation and development of employees.	✓		AF / I	
Knowledge and experience of managing budgets and delivering programs with in target and on budget.		✓	AF / I	

Nous				
Experience in the delivery and management of Gas Services in a customer facing organisation.	✓		AF / I	✓
Knowledge and experience of the effective use of computerised management information systems for the monitoring and control of work processes and procedures.	✓		AF / I	✓
Knowledge and understanding of relevant Regulations and H&S Legislation and Management.	✓		AF / I	✓
Knowledge and understanding of current Regulations, Codes of Practice and Legislation affecting Gas Services Systems.	✓		AF / I	✓
Experience of delivering successful, continuous improvement and change, analysing why we do things, propose an alternative within a diverse workforce environment;	✓		AF / I	✓
Undertakes additional training when required.	✓		AF / I	
Experience in the planning and management of “in house” resources and external Specialist Sub-Contractors.		✓	AF / I	
Knowledge and understanding of Commercial Plant and District Heating Systems		✓	AF / I	
Understanding of the current issues facing the provision of Social Housing.		✓	AF / I	
Knowledge of existing sustainable energy solutions and willingness to learn about innovation with the sector.		✓	AF / I	

Attitude				
Evidence of highly effective communication skills with management, Team Leaders, employees, tenants, customers, consultants, sub-contractors and all stakeholders.	✓		AF / I	✓
Knowledge and experience of a customer focused Service provision.	✓		AF / I	
Able to lead by example and assist in the development of Services and employees.	✓		AF / I	
High standards of personal and professional integrity.	✓		AF / I	

Additional Requirements of the Role				
Current, valid UK Driving licence and daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.	✓		AF / CQ	✓
The post holder may be required to work outside normal office hours on occasion in order to meet the needs of the service.	✓		AF / I / R	✓

Key

AF	Application Form
I	Interview (this may include a presentation and occupational test where appropriate)
CQ	Certificate of Qualification
R	References