

JOB DESCRIPTION

JOB TITLE:	Gas Auditor
GRADE:	6A (SCP 16 – 18)
REPORTING TO:	Gas Manager
RESPONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

In conjunction with Senior Management, Operational Managers and Team Leads, ensure that believe Property Repairs Gas Team activities are compliant with Gas Safety (Installation and Use) Regulations 1998 and the Health and Safety at Work Act. That work undertaken is of high quality and a flagship service is delivered that is great, consistent and modern, ensuring excellent customer experience whilst balancing cost, quality and risk.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

DELIVERY

1. Responsible for reviewing, auditing and monitoring the delivery of the organisations Gas Team, ensuring that processes and working practises are compliant with Gas Safety (Installation and Use) Regulations 1998, Building Regulations, ACOPs and best practise in domestic and non-domestic, occupied and void properties.
2. Responsible for developing and delivering a robust gas quality and auditing programme to demonstrate compliance, risk management, governance and adherence to policies and procedures.
3. To work closely with all members of the Gas Team to provide solutions to problems and keep up to date with a rapidly evolving external gas industry and changes in legislation and regulation, providing guidance, updates, implementation.
4. To ensure the highest quality of service to internal stakeholders whilst providing excellent lines of communication, sharing of knowledge and guidance on mitigating risks to managers, team leads and the trade workforce.
5. Ensure that all operatives are motivated and working within performance and quality parameters, in line with best practise and legislation and they are competent and confident in identifying areas of continuous improvement.
6. Contributes to the effective administration of the team including maintenance of manual and electronic databases and record keeping.

7. Ensure proof of competence of all operatives working on gas installations is obtained in accordance with the approved governing bodies.
8. Act as a professional and positive role model for all staff within the organisation, demonstrating a can-do attitude in line with the organisation's vision and values.
9. Ensure compliance with Health & Safety legislation and regulations is managed and monitored within day to day operations, whilst contributing to a holistic culture of safety across the directorate
10. Working collaboratively with colleagues to ensure that the Property Repairs Gas Team is seen as an innovative and forward-thinking business stream where ideas and creative thinking are championed.
11. To utilise data and management information to shape Property Repairs service delivery.
12. To provide out of hours on call supervision as part of a rota across the Property Repairs team.
13. Do the right thing for Our People, Our Business and Our Customers.

PERFORMANCE MEASURES

- Business Scorecard Metrics
- Operational KPIs
- Customer Satisfaction targets
- Compliance with legislative and regulatory standards
- Adherence of the Health and Safety Policy
- Delivery of team projects
- Demonstrating corporate values, attitudes and behaviours

Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

Experience, Skills and Qualifications

- Educated to HNC level or equivalent and/or professionally qualified in gas installation work or a related discipline and / or the ability to demonstrate relevant experience
- Must hold relevant gas qualifications along with demonstrable knowledge and experience of gas safety and associated works to ensure full compliance with regulations, British Standards, ACOPs and Guidance
- Holds or is willing to work towards a gas auditing qualification
- Demonstrate previous accountability for the management of Health and Safety at an operational level
- Has a thorough understanding of delivering front line services to customers in a challenging commercial environment
- Understands and can demonstrate a commitment to coaching and developing staff to ensure succession planning, coupled with change management skills
- Good understanding of the organisations business activities
- Effective use of repairs ICT as well as other IT and media as appropriate
- Able to prioritise to achieve realistic targets, costs and time deadlines
- Interpersonal skills of listening, relationship management and influencing in addition to good presentation skills
- Considers the impact of business decisions on the Property Repairs Team and wider organisation at all times
- Flexible and adaptable to the diverse needs of the organisation
- A skilled influencer and negotiator able to communicate effectively with internal and external stakeholders