

Job title:	Gas Operations Supervisor
Directorate:	Commercial Services
Date written:	January 2022
Notice Period	One Month
Job grade:	GGSC 11
Job code:	6541

Purpose of job

To oversee the delivery of all gas works across Abri's Repairs Maintenance housing stock, overseeing safe working practices, technical standards, and quality of work to ensure that all properties are compliant, certificated and are maintained to the Abri standard.

To lead and motivate a team of gas colleagues, providing high-level technical support, monitoring performance and productivity whilst ensuring appropriate training, support and qualifications are maintained.

To advocate customer service excellence, leading by example to embed a customer-centric approach. Collaborating with key stakeholders to ensure customer resolution is timely and effective.

Key duties and responsibilities

- To manage and oversee the delivery of all gas works including solid fuel and renewable heating systems across the operating area, providing technical advice, support, and guidance to all Gas Engineers to enable them to carry out their duties in a safe and compliant environment.
- To update relevant stakeholders of works progress and action taken. In more complex cases to escalate to management to identify the necessary remedial action.
- Manage the compliance and delivery of specialist contractors undertaking works on behalf of Abri. Including monitoring contractors to ensure that SLAs are monitored and met along with the quality of works.
- Prepare performance and financial reports for the Senior Gas Operations Manager. Maintaining records to support the monitoring, control and reporting

on cost management, performance progress, value for money, and budget reconciliation.

- Ensure all operational performance criteria are met and/or exceeded as required by the business. Monitoring daily performance, undertaking reviews, and collating reports on progress, taking appropriate action where necessary.
- To ensure the Gas Engineers comply with safe working practices, all Gas Safe legislation and the Health and Safety policies and procedures. Carrying out technical on-site assessments of engineers to strive for compliance and maintaining relevant and up to date records.
- To own the prompt resolution of customer feedback including complaints within area of responsibility to ensure a high level of customer satisfaction is maintained liaising with appropriate colleagues and customers.
- To optimise trade-staff to meet service requirements across the operating area, ensuring the balance, efficiency and effectiveness of the team is regularly reviewed against productivity targets and performance results.
- To proactively support the growth and development of all team members throughout Safer Homes.
- To ensure sufficient out of hours cover is available, partaking in the rota and supporting trades as a route of escalation as required.
- To provide support to and deputise for the Senior Gas Operations Manager in their absence, as required.
- To undertake any other duties commensurate with this position.

Knowledge, skills, and experience required

- Demonstrates supervisory/managerial skills within gas works or worked within a similar role previously *OR* demonstrable experience of working in a similar role within a housing organisation/In-house Contractor.
- Current holder of ACS (A Credited Certificate), minimum requirements being CCN1, CEN1, HTR1, CKR1. City & Guilds Level 3 certificate in Domestic Heating. Certificate in Unvented Hot Water Storage System.
- A broad knowledge and technical understanding of all of policies, practices, and processes relevant to the provision of maintenance contracting, replacement of housing components, control systems, wet hot water, and heating systems.
- Knowledge of the relevant applicable sections of the Building Regulations
- Highly motivated and enthusiastic individual, with the ability to work under pressure and prioritise workloads without compromising on customer service.

- Full Driving licence and ability to travel with use of own vehicle in a timely and efficient manner to attend customers properties, frequently located in areas not covered by public transport
- Demonstrates our Values and Behaviours