

Job Description and Person Specification

Gas Compliance Officer

A Lambeth to be proud of



Job Title: Gas Compliance Officer

Department: Housing

Grade: SO2

Responsible to: Gas Compliance Manager

Job Purpose

To be responsible for updating the Housing System with relevant data from gas safety certificates and other documentation. • To monitor contractor progress on the gas servicing programme. • To act as the lead point of contact for all issues relating to gas servicing in a particular housing area. • Be responsible for attending court on behalf of the Council under delegated duty to obtain warrants for gas entry. • To be responsible for ensuring your dedicated housing area is compliant • To attend contract monthly meetings and provide input on operational issues • To ensure all post inspections are up to date • To monitor carbon monoxide issues in line with Gas Safety legislation and pass to Consultant should an independent report be required • To ensure court papers are prepared and court attended in a timely manner to ensure full compliance of the gas servicing programme • To attend forced entries with the locksmith and gas engineer ensuring safety of all parties while on site. To report any issues back to relevant parties i.e. subletting, hoarding and vulnerabilities • Be responsible for ensuring compliance is maintained in the Void properties • Assist disrepair team as required • To raise works orders as required using relevant SOR codes in line with the contract 1 gas servicing officer.doc Page 1 of 6 Final Edition • To investigate complaints received and provide feedback to the complaints team • To liaise with Housing, Police, Fraud teams, Leaving Care Teams and Social Services prior to attending forced entries

Responsibilities

- 1- To act as the lead officer for gas servicing for one housing area, and to take operational decisions, consulting the Compliance Manager where necessary. To also act as the contact point for residents on all gas related issues.
- 2- To organise and attend contract meetings, representing customer concerns where necessary.
- 3- To liaise with customers, contractors, Housing Areas and the Lambeth Service Centre, utilising telephone, email, and letters as necessary.
- 4- To provide cover for other administration officers in the team when they are unavailable.
- 5- To take responsibility for monitoring the progress of contractor's servicing, including completions, no access, variations etc, and. maintain relevant information of contractor staff as required.
- 6- To take responsibility for determining own priorities according to day to day circumstances.
- 7- To examine gas safety certificates (CP12s) for further action or unresolved problems, liaising with gas engineers as necessary. To input data to the section's database, as directed by the Team Leader.
- 8- To be responsible for complaints and members enquiries regarding the gas servicing contract, writing the response and recommending outcomes to the Compliance Manager.

- 9- To authorise variations within monetary limit as set by the Council ensuring value for money.
- 10-To obtain court dates and make payment using the authorised Lambeth Credit Card.
- 11-To ensure credit card amounts are cleared on the system showing receipts in a timely manner.
- 12-To provide support to the Lambeth Service Centre as required.
- 13-To raise orders on Northgate or other similar systems.
- 14-Responsible for contacting residents, social workers, support workers, etc in order to assist the contractor gain access to the property to complete gas service inspection.
- 15-Responsible for liaising with Neighbourhood Housing Officers to provide updates on any concerns relating to residents following forced entry
- 16-To produce and provide information and reports as required.
- 17-Responsible for providing legal documentation packs and presenting to the court on behalf of the Council when gaining warrants of entry
- 18-To co-ordinate the Forced Entry procedure and the relevant parties as required. To attend such actions where necessary.
- 19-To conduct telephone quality checks with residents
- 20-To provide administration support to the Team Leader as required.
- 21-To provide cover for the Heating and Electrical Section administration officers where necessary.
- 22-To deputise for this section's Team Leader when required, in representing the section and supervising other section members where necessary.
- 23- To ensure knowledge is up-to-date at all times, and pro-actively advise the Team Leader on own Continuous Personal Development requirements, and of advice, resources and actions required to maintain section aims and objectives, or to improve the service provided by the business unit.
- 24-Within the responsibilities of the post, ensure that all Housing policies and procedures are complied with to provide an effective, efficient and successful operational management of the service area.
- 25-To ensure adherence to the requirements under the Data Protection Act, and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.
- 26-Work within and assist in maintaining the Investors in People principles for the Council.
- 27-To contribute to Council understanding of diversity and its implications, and to ensure that this understanding informs all Council activities.
- 28-To create a working environment where everyone feels safe, valued and motivated in accordance with the Council policies and procedures with particular reference to equality and diversity.
- 29-To assist in developing strategies to meet the needs of Black, Minority, Ethnic residents, and diverse communities in line with the Council Race Equality Action Plan.
- 30-To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- 31-Carry out all duties with an appreciation of the importance of customer service to the Council relationship within the housing service, with residents, leaseholders, external agencies and staff.
- 32-Commitment to securing the best service and outcomes for residents and customers in the most cost and resources effective manner.

33-Maintain an awareness of the requirements of the unit's Quality Management System and become actively involved in Quality Management initiatives.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	A working knowledge of computer software applications – at least Microsoft Word, Access and Excel required.	✓A
	K2	Some knowledge of the gas maintenance industry.	✓A
Relevant Experience	E1	Teamworking	✓A
	E2	Communicating Orally	
	E3	Analysing and evaluating	
	E4	Resolving Problems	✓A
	E5	Dealing With Details	✓A
	E6	Demonstrating Adaptability	
	E7	Working With Customers	✓A
	E8	Delivering Results	
	E9	Respecting Diversity	✓A
Special Requirements	S1	Ability to work evenings and weekends as required by the job	✓A

Core Values and Behaviours		Equity	
		<ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. 	

		<ul style="list-style-type: none"> • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. 	

		<ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	