



# QUALITY SURVEYOR- HEATING

Job Description and Person  
Specification April 2021

**The Wrekin**  
Housing Group

## **THE WREKIN HOUSING GROUP**

### **JOB DESCRIPTION**

This is a broad outline of what is expected of the post holder.

**POST TITLE:**                    **Quality Surveyor – Heating**

**RESPONSIBLE TO:**        **Category Manager**

#### **Key Objectives:**

- Maintain (via external assessment) accreditation as part of our Gas Safe Register Registration, ensuring competency of all Gas Engineers and Contractors across the Group.
- As Quality Surveyor - Heating you will be responsible for the safety, technical standard and quality of all Heating installation work across the Group in both commercial and domestic environments.
- To develop and maintain robust systems of training and competency for all Gas Engineers and Contractors, calibration records etc ensuring the safe and continuous flow of the heating servicing, maintenance, and installations we provide.
- To supervise all heating related work streams across the Group, including but not limited to Servicing, Installations, Maintenance, across mains gas, LPG, Oil, Air Source, Ground Source, Solid Fuel and any other heating types. This includes in both commercial and domestic environments.
- To assist in the management of Heating Compliance across the Wrekin Housing Group to minimise the exposure, liability and risks to the Organisation.

#### **Key Role and Responsibilities:**

- Day-to-day responsibility for the safety, technical standard and quality of the heating works carried out by and for the Wrekin Housing Group, including completion of Health and Safety audits, hot works permits, quotations and review of workmanship and working practices.
- To work with the Principal Duty Holder to maintain accreditation scheme registration and take part in the annual assessment of Wrekin Housing Group via Third Party Quality Auditors and Gas Safe Register.

- Provide a technical advisory service to partners and stakeholders within the organisation on all heating appliances and central heating systems including specification, repair, service, new installation, regulation and fault diagnosis.
- Fully conversant with the current versions of the Gas Safety (Installation and Use) Regulations 1998 as amended; relevant and related British standards, and associated guidance material, and other Industry Codes of Practice.
- Undertake Quality checks to ensure that contractors are complying with all aspects of Gas regulations, general Health & Safety requirements, stakeholder expectations and to ensure contractors' core competencies are continually audited. This includes the undertaking of appliance strip down post checks, work in progress audits on all aspects of heating safety.
- Ensure all relevant gas documentation received by the Group meet the landlord's legal requirements.
- Investigate and issue guidance to resolve all gas related problems, including representing the Group in relation to all gas related litigation.
- To liaise with third party quality auditors on workmanship and paperwork provided, managing results of the audits, following trends/patterns and providing additional training/toolbox talks with both In-House operatives and contractors.
- To check and review recommendations by contractors on the repair, or replacement of high value items, offering alternative solutions or gathering further evidence to support changes.
- Regularly reviewing, refining and improving the processes around Heating works and monitoring and reporting the results.
- Keeping accurate contemporary records of any inspections, surveys, measurements or quality checks.

### **General Attributes**

- Produces accurate and high quality work. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services
- Assists in identifying problems, offering appropriate ideas to resolve them. Plan individual work tasks to meet deadlines. Keep manager and other involved parties informed of progress.

- Participating in and contribute to the assembling and compilation of contract documents and updating specifications.
- Undertaking contract supervisory duties including agreeing valuations, quotations & variations where approved to do so.
- Ensure all work projects comply with all H & S requirements.
- Ensuring Projects delivered to budget costs and meet programme deadlines.
- Develop customer/client relationships delivering a total customer experience.

### **GENERAL MANAGEMENT RESPONSIBILITIES:**

- To contribute to the broad development of the Group in meeting its mission, and to help foster a culture of continuous improvement.
- To ensure compliance with the Group's Standing Orders, standards of probity relating to the Group's charitable status and HCA (Homes and Communities Association).
- To implement the Group's Corporate Policies within his/her work area - in particular:
  - Health and Safety
  - Equal opportunities and BME Policies
  - Risk Management
  - Compliance
- To ensure that tenant and customer interests are identified and fully taken account in his/her work area.
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues.

## **THE WREKIN HOUSING GROUP**

### **PERSON SPECIFICATION**

**POST TITLE:**           **Quality Surveyor – Heating**

#### **QUALIFICATIONS:**

##### **Essential**

- A full suite of domestic and commercial ACS qualifications is preferred. As a minimum: COCN1 or CCN1 with CODNCO1, CIGA1, CDGA1, CORT1, ICPN1, TCP1A, TCP1, CENWAT (CEN1, WAT1), HTR1, CKR1 and CPA. Gas catering ACS would be considered advantageous.
- A gas related NVQ Level 3 – City & Guilds qualification
- A1, A2 Assessors (D32, D33) qualifications
- Detailed knowledge of gas appliances and central heating systems supplemented by a thorough understanding of Normative Documents especially the Gas Safety (Installation & Use) Regulations 1998
- Excellent communication skills and the ability to converse with both technical and non-technical employees.
- Has demonstrable managerial or supervisory responsibility for the technical standard of heating work.
- Full driving license with own vehicle including appropriate insurances for business use.

##### **Highly Desirable**

- Further qualifications in fumes investigation reporting (CMDDA1) and commercial gas
- Strong mechanical background in relation to commercial systems inclusive of plant and ancillary equipment.
- Demonstrable experience of conducting RIDDOR investigations and providing feedback to all concerned parties including any disciplinary action.
- Understanding of General Service Contract Management

## **KNOWLEDGE, EXPERIENCE AND SKILLS:**

- Capable of inspecting and supervising site work with minimal supervision.
- Capable of Surveying and inspecting to comply with statutory standards and safe working practices.
- Able to administer and monitor customer satisfaction processes and deal satisfactorily with customer complaints in a timely manner.
- Preparation of Monitoring information and reporting progress against targets and budgets
- Have a good understanding of main frame computer systems, Microsoft applications and Asset management applications.
- Ability to communicate technical issues effectively to non-technical staff.
- Ability to understand and prioritise technical option appraisals and develop and refine solutions to problems
- Able to work as part of a team so to meet common objectives.
- Understanding of statutory obligations and compliance across the construction industry
- Client/Customer relationship nurturing and development

## **PERSONAL QUALITIES AND COMMITMENT:**

- Able to programme and monitor own workload.
- Prepared to work under own initiative.
- Tactful and diplomatic in dealings with colleagues, contractors, tenants and leaseholders.
- Self-Motivated

## **COMPETENCIES**

- Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect.
- Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services
- Strives for quality and timely delivery of objectives, demonstrating initiative and resilience where required.
- Articulates opinions, ideas and information in an effective manner. Actively listens to the communications of others.
- Recognises the value of and actively promotes team working to improve services, resolve problems and promote inclusion at a local and company level.
- Delivers acceptable solutions to problems through accurate diagnosis, consultation and efficient task management.
- Uses clear oral and written 2-way communication to share information.
- Make recommendations for improvements in client service and delivery
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues.

### **Other:**

- Attendance of occasional out of hours meetings
- Flexibility in approach to hours worked