

Role Profile

Job Title:	Mechanical Services Officer	Grade: 9	Spinal column point range:
Department:	Assets and Property Team	Post no:	
Directorate:	Safer Communities and Housing	Location:	

Role reports to:	Compliance Manager
Direct Reports:	
Indirect Reports:	Term contractors.
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check.

PURPOSE OF ROLE:

- Ealing is transforming its Assets and Property Services function. This role will have responsibility for safeguarding residents by ensuring that the homes managed by the council are as safe as possible and are maintained to the highest standards. The role will provide technical expertise and operational management of contractors to ensure that the council is delivering a high quality, customer-focussed value for money service that meets the highest standards and ensure that all mechanical installations and associated services are meeting statutory and best practice guidelines.

KEY ACCOUNTABILITIES:

- Sustainability.
 - Working with term contractors to ensure that low carbon technology is installed into the housing stock as specified, ensuring that sustainable, low-carbon and renewable systems are adopted wherever possible, in order to assist the council in its commitment to becoming carbon neutral by 2030.

- Working with term contractors, use systems to measure the effectiveness of low carbon and renewable systems that are installed in council properties to ensure they perform as intended and achieve the planned financial savings and stated carbon reduction.

Technical

- Assisting the Mechanical Services Manager in the Operational management of term contracts for the maintenance, repair and upgrading of mechanical and associated building services across the council's housing stock.
- Assisting in the management of large revenue budgets for maintenance, repair and upgrade of mechanical and associated building services by ensuring asset, compliance and financial systems are regularly updated.
- Assisting in the implementation and maintenance of IT systems to assist in managing the maintenance of plant and equipment across the council's housing stock. These systems will capture asset types, condition, maintenance history, lifetime and statutory compliance monitoring.

Leadership

- Deputise for the Mechanical Services manager when required.

Finance and performance

- Assist in the management of capital and revenue budgets associated with the installation, maintenance and repair of electrical and life safety systems.
- Assist in the monitoring and management of contractor performance through the use of established performance frameworks.
- Assist the Mechanical Services Manager by monitoring the effectiveness of procurement and purchasing within the service and by contractors to maximise savings and provide the best value service to residents.

Higher Risk Residential Buildings

- When required, prepare information for presentation to the resident-lead consultation and scrutiny group which has meaningful oversight of the council's management of HRRBs and provides a structured forum for the escalation of resident safety concerns.
- When required, assist in developing, maintaining and managing the exercising of site-specific plans for all HRRB's, ensuring that processes are in place enable a professional response to an incident or emergency and ensuring the council

<p>meets its duties as a Category 1 responder under the Civil Contingencies Act.</p> <ul style="list-style-type: none"> • Assist the Mechanical Services Manager to continually ensure the competence of individuals undertaking works on mechanical services installations (including lifts and gas) services in HRRBs by undertaking regular checks and site-based audits as required. • As directed, assist the Mechanical Services Manager in the ownership of items relating to the management, maintenance and repair of mechanical services installations in the safety case and associated documentation for the council's HRRBs.
<p>KEY PERFORMANCE INDICATORS:</p> <p>The critical success factors for this role will be based on the successful delivery of the Strategic Objectives as set out in the Asset Management Strategy and the successful delivery of the overarching KPI framework for all functions within the service.</p>
<p>KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):</p> <p>External</p> <ul style="list-style-type: none"> • External regulatory bodies • Council approved contractors • Residents <p>Internal</p> <ul style="list-style-type: none"> • Councillors and staff
<p>AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):</p> <ul style="list-style-type: none"> •

Person Specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check.

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

- 1) The ability to communicate effectively with a wide range of people operating at different levels, being able to convey often complex or technical information in a way that's clearly understood by everyone.

- 2) A strong desire to engage with and work alongside residents.
- 3) Knowledge of the current national and local context impacting and influencing the social housing sector.
- 4) Extensive experience of working in a customer-focussed service.
- 5) The ability to build positive relationships with colleagues and stakeholders.
- 6) Experience of assisting in the management of large budgets.
- 7) Strong communication skills.
- 8) Experience of working within a large and diverse team.
- 9) Demonstrable experience of monitoring contractor performance.
- 10) Demonstrable experience working in the design, installation and maintenance of mechanical services installations within complex domestic and multi-occupancy buildings. These will include including water distribution, heating, ventilation, gas, heat recovery ventilation, renewable energy and passenger lifts.

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION

Applicants should have experience in working in the building services, technical FM or fire safety field and should hold a relevant qualification in an associated discipline.

This is to include one or more from the following;

- 1) Membership or currently working towards membership (currently in the enrolment process) of relevant professional body (IET, CIBSE, BIFM, CIPHE).
- 2) A relevant qualification at level 2 or above on the national qualifications framework.
- 3) Demonstrable experience working in a similar work environment with appropriate formal technical qualifications held to support the application.

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards