

Job Profile

JOB TITLE: Operations Manager (Gas)

PURPOSE OF THE JOB:

To manage and create a team of gas engineers to deliver a customer focused breakdown and servicing operation.

KEY ACCOUNTABILITIES

1. Project manage, mobilisation and development of a new gas servicing, breakdown and installs operation.
2. To deliver gas breakdowns service to residential properties.
3. To achieve 100% compliancy and valid LGSRs on a monthly basis.
4. Work closely with the Customer Experience Manager to deliver a customer centric service.
5. To undertake auditing for quality and compliance purposes.
6. To achieve Gas Safe accreditation and retain company registration.
7. Develop strong working relationships with all stakeholders.
8. To manage and motivate the team to deliver excellent customer focused services, resulting in high levels of customer satisfaction. To include responsibility for recruitment, training / development and performance management in accordance with our policies.
9. To produce policies and procedures.
10. Oversee and ensure safe working practices are adhered to and continuous improvement with regards to developing a strong H&S culture.
11. Monitoring and managing the profit & loss for the gas work streams and ensure that the productivity and profit requirements are met.
12. Assist in the development of tenders and production of supporting technical specifications.
13. Authorising works, variations and invoices within agreed guidelines and limits.
14. Mobilising, monitoring and driving productivity in conjunction with our materials suppliers and QM Quantity Surveyor, to reduce unproductive time and to improve productivity and first-time fix rates.
15. To monitor sub-contractors performance, ensuring completion of works within agreed standards and targets.
16. To investigate and respond to customer feedback as required and in line with our policies.
17. To identify and implement or recommend service improvements and innovations.
18. To represent us professionally in client meetings and forums.
19. To undertake flexible working patterns as required to provide effective, customer-focussed services.
20. To provide cover as required for other operational areas of the business.
21. Taking part in the standby duty rota outside of normal office hours.

Corporate

22. Ensure our customer service and delivery is excellent and continually improves.
23. Take responsibility for ensuring that our decisions and policies are implemented.
24. Demonstrate our governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, and equality are maintained.

25. Participate in projects to achieve the most effective services possible for the community, partners and the organisation.

Duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

SKILLS/KNOWLEDGE/ATTRIBUTES

Education	<ul style="list-style-type: none"> • Gas Safe Registered / ACS qualifications. • Relevant professional degree/qualification or demonstrable equivalent work experience. • Demonstrate a good understanding of safeguarding issues commensurate with the role. • A satisfactory DBS check is required as part of this role. • Full driving licence • Access to a vehicle, for travel to and from sites.
Experience	<ul style="list-style-type: none"> • Management gas breakdown, servicing, and installation. • Managing health and safety and welfare • Experience of planning, commissioning, delivering and monitoring gas services. • Preparing specifications and managing contractors and controlling costs. • Using data to improve services and productivity through KPI suite. • Van audits and improving van stock and delivery to sites through the supply chain to achieve efficient and first-time fix. • Total Mobile- Service Connect experience preferable.
Knowledge & Skills	<ul style="list-style-type: none"> • Strong project management skills. • Good communication and interpersonal skills with a strong customer focus and an ability to negotiate in a resolute and fair manner. • To maintain an effective and professional approach at all times. • Work collaboratively with colleagues, other staff, customers and partners to provide efficient and effective services. • Ability to problem solve, balancing customer needs with targets and constraints. • Provide advice and guidance to customers and staff. • Work with the teams to plan and organise workloads and activities in the most efficient, effective and economic way; securing maximum productivity.

	<ul style="list-style-type: none"> • Manage and prioritise own workload and that of the team to take account of conflicting and changing demands and to meet agreed deadlines. • Ability to manage change constructively and positively. • Good knowledge of ICT systems and able to accurately analyse, summarise and report financial, performance and other data. • Positively support the introduction, development and implementation of new technology and working methods to improve the service. • Keep up to date with developments and innovations in the building maintenance industry and maintain own continuous professional development.
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