

Gas and Heating Support Officer

Directorate:	Property Services	Line Manager:	Heating Manager
Team:	Heating Team	Role Type:	Operational / Colleague

To provide a complaint efficient support, administration and reporting service for the Gas and Heating Team within Property Services Directorate.

Key Responsibilities	<p>This details the core duties and expectations of the roles (not a task list)</p> <ul style="list-style-type: none"> • Assist with work associated with the annual gas servicing programme for access to all properties • Emailing Customers, contractors and line managers in regard to queries and gas meter installation and electrical repairs/maintenance/breakdown issues. • Support the Heating Team to maintain and keep up to date the gas servicing records, contractor liaison and formal contract meetings as and when directed • Assist the Heating Team to ensure the contractor is 100% compliance with the Trusts access process. • Provide assistance with arranging audits via out 3rd party auditor for completed jobs carried out by the contractor. • Support the Heating Team with arranging legal visits with local authority. • Escalate risk of potential non-compliance to heating manager. • Ensure accurate record keeping at all times and that the Heating team provide timely updates regards components renewals to the Assets team. • Support the voids team with all gas related activities. • Work closely with other departments to ensure access to properties with vulnerable customers. • Work with the Heating Team to produce reports of capped off gas properties so further investigation can be carried out to identify support requirements. • General administration duties • Assist the Heating Team to organise and schedule works for small team of gas engineers. • Monitor, report and advise on compliance performance, identifying opportunities for continuous improvement in terms of productivity and efficiency. • Any other reasonable duties in line with the needs of the Trust.
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**Key knowledge /
Skills /
Qualifications**

Academic/ vocational/ professional qualifications (if any) and/or experience or knowledge or skills required/desired (if any).

- A good knowledge of gas statutory compliance and gas management requirements in housing maintenance
- Ability to organise and prioritise workloads
- Social Housing experience
- Computer literate
- Must be highly organised
- Excellent customer service skills