

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: Assets and Repairs

JOB TITLE: **Contract Manager Heating Systems**

ROLE PROFILE

Job Title: Contract Manager Heating Systems

Directorate: Housing

Division: Assets and Repairs

Grade: Grade 16

Hours (per week): 36

Reports to: Head of Compliance

Responsible for: Gas surveyors, Contractors

Role Purpose and Role Dimensions:

- The Heating Systems Contracts Manager is responsible for managing heating system compliance, including domestic and commercial gas, renewable energy systems which include ground and air source heat pumps, heat interface units, heat recovery units. This role will also be responsible for the servicing and maintenance of all heating systems, including delivery of the capital renewal programmes and act the subject matter expert across the housing directorate.
- This role involves negotiating contract terms, managing vendor relationships, and coordinating with internal teams to ensure project timelines and budgets are met.
- As Heating Systems Contract Manager, you will ensure legal and regulatory compliance with relevant legislation, providing a compliance-first and customer-first culture. You will work with contractors, manage risk, and deliver high-quality services that protect residents and assets.
- Deputise for the Head of Compliance and carry out other duties as required.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Contractors and other specialists

	<ul style="list-style-type: none"> Regulatory Bodies (HSE, FRS)
Key Internal Contacts:	<ul style="list-style-type: none"> Head of Compliance Compliance Contract Managers (Fire, Water, Asbestos, Electrical, Lifts, Building Safety) Procurement & legal teams Repairs, Asset Management, and Housing Teams
Financial Dimensions:	Manage budgets for the Heating Systems contracts of circa £2.5M.
Key Areas for Decision Making:	<ul style="list-style-type: none"> Commissioning and Contract Management Performance and budget monitoring
Other Considerations:	<p>Able to work evenings/weekends if required to attend to emergencies.</p> <p>Ability to travel across the borough's housing stock</p>

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

Key Elements:

Technical Leadership & Compliance

This will involve:

- Act as the technical subject

matter expert across housing on all heating systems

- Ensure compliance with all relevant legislation - Gas Safety (Installation and Use) Regulations 1998.
- Oversee the delivery of inspections, servicing, and remedials on all heating systems.
- Ensure all heating system and renewable energy projects comply with relevant laws, safety standards, and environmental regulations.
- Identify potential risks in contract execution and develop strategies to mitigate them.
- Conduct regular audits and inspections to ensure adherence to contract terms and safety protocols.

Policy Development & Assurance

This will involve:

- Develop and maintain policies and procedures of compliance, including ensuring all components are accurately recorded on asset management systems.
- Conduct internal audits and quality assurance reviews to monitor compliance and identify areas for improvement.

Commissioning & Contract Management

This will involve:

- Commission and manage required contracts for the service area.
- Monitor contractor performance, ensuring value

for money and compliance with KPIs.

Customer Engagement

This will involve:

- Lead communication with residents around mechanical works and system shutdowns.
- Ensure customer concerns are addressed promptly and empathetically.

Incident Management & External Liaison

This will involve:

- Lead investigations into any incidents and work closely with the corporate Health and Safety team and external assurance providers, including the HSE and national gas providers.
- Ensure post-incident reviews are completed and lessons learned are embedded.

Governance, Compliance & Customer Commitment

This will involve:

- Promote a compliance-first and customer-first culture in heating system management.
- Provide assurance to senior leadership and regulatory bodies.

Contract & Procurement Responsibilities

This will involve:

- Lead procurement for specialist contractors as required
- Monitor contract performance and enforce quality standards.

Performance & Budget Accountability

This will involve:

- Manage budgets
- Track KPIs, compliance rates, and customer

satisfaction, driving continuous improvement.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Contract Manager Heating Systems

Essential knowledge:

- Gas Safety (Installation & Use) Regulations
- Mechanical asset lifecycle management

Desirable:

- Heating systems, including domestic, commercial systems and alternative energy systems and heat networks.

Essential skills and abilities:

- Gas Safe qualified
- Strong leadership and communication
- Customer engagement and complaint resolution
- Risk and performance management
- Behavioural change and cultural leadership
- Able to undertake site visits, inspections, and incident investigations across all assets
- Willing to participate in emergency call-outs or out-of-hours responses

Essential experience:

- Senior leadership in gas safety, mechanical systems
- Contractor procurement and management
- Resident-focused service delivery

Desirable:

- Social housing or public sector experience
- Budget management experience

Special conditions: Full, clean UK driving licence

We welcome applications from candidates who may not hold all the specified qualifications but have recent and substantial experience in a similar role. Candidates must be willing to work towards obtaining the relevant qualifications as part of their professional development. Able to take part in out of hours duty rota

Competencies

These are the competencies for manager level roles.

To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

We Put Customers First

Puts customers at the heart of everything they do, using feedback data and the Residents' Charter to make their service better for customers. Ensures their team understand customers' issues and

treat them with respect, solving customers' problems and investigating their complaints.

We Deliver Effective Service

Provides clear guidance and priorities to their team, ensuring they have the resources and equipment to deliver. Sets service KPIs and monitors performance, spotting patterns of problems or service issues and taking action to deal with root causes. Gathers and analyses data from a variety of sources to identify ways forward and make sound decisions.

We Adapt and Change

Supports organisational plans to transform and improve service for customers. Acts as a role model, promoting innovation and change across the team. Learns lessons from mistakes, giving and receiving feedback to stimulate improvement and development. Builds team resilience through managing change constructively, challenging negativity and overcoming resistance.

We Collaborate Constructively

Encourages collaboration with colleagues, suppliers and partners from across Housing and beyond to deliver for customers. Builds strong relationships with key stakeholders and partners, finding mutually beneficial ways forward. Demonstrates positive team facilitation skills and uses team charters to create a conducive team culture.

We Communicate with Impact

Communicates clearly and promptly with staff and residents, tailoring communication style and method to meet the needs of a range of

different audiences. Influences and negotiates effectively, taking account of the needs of all parties. Encourages open and honest communication on challenging issues with the team and customers. Resolves disputes and conflict effectively.

We Lead Inclusively

Inclusive and fair in their interactions with all colleagues and team members. Ensures team members are treated fairly. Provides a vision and direction for the team, clarifying ambiguity and stimulating a sense of optimism about the future direction of the service. Delegates and targets resources effectively. Supports the team with demanding work, listens and acts to relieve pressure.