

Post Title: Gas Quality Control Officer**Grade: I****Job Purpose**

To actively and effectively promote the Council's vision, values, aims, objectives and priorities, putting our citizens first through the delivery of best value services.

To provide an effective quality control regime, maintaining accurate and up to date records ensuring that regular inspections of work in progress and work completed are undertaken.

To ensure that all gas servicing, maintenance and installations are carried out satisfactorily to Gas Services specification and in accordance with current gas safety regulations and manufacturers' instructions. Overseeing the work completed by the Gas Heating Engineers who maintain assets to meet statutory minimum standards for housing, and installation, repair and maintenance obligations as a landlord (under the tenancy agreement).

To manage internal engineer training (including ACS qualifications), equipment compliance used by engineers, and the corporate registration to the relevant regulatory bodies.

To contribute to the provision of good quality rented housing and the achievement of high levels of tenant satisfaction, improving the landlord and tenant relationships and protecting health and safety.

Service Leadership Expectations

As a service leader you will be expected to demonstrate our core behaviours, built around four central themes:

- **Leading People:** by building high performing teams, empowering and motivating others and being a role model for the organisation and its values.
- **Equality Diversity & Inclusion:** by creating a culture of respect and inclusivity in the services we provide and embedded within our workforce.. Ensuring Equality, Diversity and Inclusion, are fully considered in all our decisions and we give due regard to advancing equality.
- **Change & Innovation:** by driving change and a culture of continuous improvement, exploring new and innovative ways to design and deliver our services.
- **Collaboration:** by working across boundaries, building relationships and creating joined up services to deliver the best outcomes for the people of our city.

Specific Duties

1. Actively promote and embed Equality, Diversity and Inclusion through all actions and in accordance with the organisation's EDI Strategy and objectives.
2. Ensure good financial management and assist in maintaining financial sustainability by adhering to the Council Financial Accountabilities Framework and Financial Regulations.

3. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
4. To be responsible for the delivery of an effective quality assurance process.
5. To undertake on site and post work inspections using risk based methodology. These inspections are to verify that work has been completed to NCCHS standards and complies with relevant legislation. Positive action to be taken where necessary, to ensure work is completed to standard/legislation, on time and within budget.
6. To provide (as required) statistical information/reports to management regarding inspections completed.
7. To manage the companies Gas Safe (or alternative regulatory body) registration to ensure compliance of the business and gas engineers working for NCCHS, and act as the Responsible Person for the business.
8. To manage the equipment used by NCCHS engineers to confirm calibration and compliance.
9. To monitor changes of materials for development and failures, reporting findings through internal procedures to influence improvement of services.
10. To be responsible for administration, ensuring all records and filing systems (manual and electronic) are accurate and up to date.
11. To prepare, produce and maintain a systematic process/procedure where all activities of Gas Services within NCCHS receive regular quality assurance inspections. This includes the production of Gas Services Risk Assessments and formulating / developing / managing procedures relevant to gas quality control role.
12. To prepare, produce and maintain a systematic process where specific control measures specified as 'actions' are complied with and where identified faults are detailed for future referrals.
13. To complete investigations with regards to any identified Carbon Monoxide (CO) escapes, RIDDOR incidents, and as required to support the corporate complaints procedures. This includes immediate assessment, identification and reporting of any serious and immediate risk to a person's health and safety.
14. To keep up to date with new technology – enhancing Gas Services performance and Best Value.
15. To ensure that technical standards and quality of work is maintained to a good standard throughout all operational areas and to provide technical assistance to all areas of NCCHS and its stakeholders.
16. To identify training needs for mechanical/gas staff and craft workers and programme training sessions internally, including delivery of training..

17. To support the recruitment of new gas engineers by providing technical testing/questions as part of the interview process.
18. To assist and support capital delivery projects, including providing management with statistical information and reports when dealing with gas related issues.
19. To liaise and coordinate with managers and contractors ensuring performance monitoring of operatives/engineers is maintained. Providing audit inspection feedback data to enable the appropriate action to be taken where applicable.
20. To work in partnership with NCCHS appointed Constructor Partners, negotiating 'ad hoc' arrangements and ensuring that their work is carried out within corporate and directorate policies and procedures, including confirming their Gas Safe registration details (or alternative regulatory body).

Numbers and grades of any staff supervised by the post holder:

N/A

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by Andrew Filer – Mechanical Manager

Date February 2025

Person Specification: Gas Quality Control Officer

Area of responsibility	REQUIREMENT	MEASUREMENT			
		A	I	D	T
Vision, Strategy and Delivery	Experience as a service leader in a complex organisation, with experience of; <ul style="list-style-type: none"> - Delivering against outcomes and creating clear objectives - Creating a culture of continuous improvement - Commercially aware with strong analytical skills - Awareness of key issues in your market and for the city of Nottingham 	✓	✓		
Leading People	Evidence of successfully leading teams, with experience of: <ul style="list-style-type: none"> - Motivating people and creating high performing services - Empowering others to take decisions - Successfully managing wellbeing and resilience - Ability to plan for the future, with effective workforce planning skills 	✓	✓		
Change and Innovation	Able to lead service through change, with experience of : <ul style="list-style-type: none"> - Evidence of leading change programmes, bringing others on the journey with you. - Identifying and delivering innovative service delivery models - Able to create a culture of continuous improvement 	✓	✓		
Collaboration	A collaborative leader, with evidence of: <ul style="list-style-type: none"> - successfully in partnership across different sectors and fostering / harnessing partnerships. - Able to develop a culture of collaboration. - Political acumen and able to develop productive relationships with senior figures within an organisation 	✓	✓		
Equality, Diversity and Inclusion	A strong focus on ability and personal commitment to equality, diversity and inclusion, with evidence of: <ul style="list-style-type: none"> - Delivery of inclusive services, understanding the challenges faced and how they can be overcome. - Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity. - Demonstrating personal commitment to the equality, diversity and inclusion challenges 	✓	✓		



	faced by our workforce and Nottingham's people.				
Technical Skills and Knowledge	Supervisory or quality assurance experience	✓	✓		
	Experience of carrying out investigations and tests to identify faults and the root cause of issues and implement lasting solutions.	✓	✓		
	Experience of identifying and implementing new ways of working that improve efficiency and effectiveness of the service	✓	✓		
	Thorough knowledge of Gas Safety (Installation & Use) Regulations 1998	✓	✓		
	Knowledge and understanding of relevant legislation such as Building Regulation, British Standard etc.		✓		
	Ability to inspect gas work on domestic and industrial/commercial properties ensuring a high standard with the ability to share technical knowledge with others	✓	✓		
	Able to demonstrate skills to assist in improving services and performance including identifying training needs for operatives	✓	✓		
	Proven ability of consulting with and involvement of all customers and stakeholders		✓		
	Excellent customer communication and service skills, able to balance customer and business needs and diffuse contention	✓	✓		
	Experience of commitment to strategies developed to meet the Service Delivery Plan and Company Objectives				✓
	Knowledge of Financial Regulations		✓		
	Evidential experience of managing and working on projects using standard methodology to track and deliver results				✓
	Knowledge and practical experience of using IT as analytical and management tools		✓		
	Awareness of all relevant Health and Safety legislation		✓		
Qualification requirement	Qualified, certified & trained to NVQ3 Gas or C&G Advance Craft	✓		✓	
	All relevant Accredited Certification Scheme (ACS) qualifications: Domestic: CCN1, CEN1, CKR1, HTR1, WAT1, MET1, CPA1, CMDDA1 Industrial/commercial: CIGA1, CODNCNO1, TPCP1a, CORT1, ICPN1 City & Guilds 6084 Energy efficiency certificate or equivalent	✓		✓	



	Evidence of continuing professional development	✓			
Communication	Ability to present written and verbal information in a clear and concise manner	✓			
	Strong presentation skills and ability to communicate information to a wide range of individuals and external contacts using a variety of methods	✓	✓		
	Good interpersonal skills and a proven ability to communicate effectively at all levels	✓	✓		
	A concern for the professional development of yourself and promotion of good working relationships		✓		
	Ability to give constructive feedback to operatives/Gas Engineers	✓	✓		
Work related	Full and valid driving licence.	✓		✓	
General	Able to use computer based systems and other administrative to maintain systems and records and produce documentation such as letters, reports and graphs etc.	✓			
	Ability to work on your own or as part of a team; under pressure and able to meet tight deadlines	✓	✓		
	Must be able to perform all duties and tasks, with reasonable adjustment, where appropriate, in accordance with the provisions of The Equality Act 2010.	✓	✓		
A - Application	I – Interview	D - Documentary Evidence		T - Test	