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| cid:c3bc0a.png@a331196a.499902c5 | **Role Profile****June 2018** |
| **Job Title:** | **M&E Projects Manager** |
| **Department / Location:** | M&E, Wembley |
| **Role Purpose:** | * To implement, develop and operate Network Homes specialist M&E and water management regime on a corporate basis
* To manage NH legal obligations applicable to M&E plant equipment and water management, ensuring mandatory requirements are fully complied with
* To build and maintain working relationships across all Group Departments, raising the level of awareness and understanding of gas and water safety
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| **Key Responsibilities and Accountabilities** |
| * Maintain electronic auditable record trails of all M&E and water related incidents, ensuring that each incident can be tracked from inception to closure
* Ensure compliance with the Group's legal obligations in relation to M&E safety and water management
* Implement and oversee the investigation of any M&E or water related incident, liaising closely with internal and external bodies as required to reach a successful conclusion, preparing reports to the Head of Service on the outcome of all such investigations
* Assess the Group’s emergency procedures in relation to M&E and water safety to confirm that appropriate arrangements are in place to ensure a coordinated response to any incident
* Develop and implement a structured programme of audits and inspections relating to M&E equipment and water management, reporting on the outcome of these audits and inspections so as to inform the Head of service on the extent of compliance with regards to gas and water mandatory and/or regulatory requirements
* Liaise with external bodies on all matters relating to M&E and water safety, including accident and incident investigations
* Provide expert input on specialist M&E and water management matters to all departments
* Identify areas to achieve improvement of the overall level of M&E and water management performance and promote a culture of commitment therein within the organisation
* Oversee the management and performance of the M&E and water treatment contracts taking necessary action to address any compliance and/or performance issues
* Develop and maintain an electronic record keeping facility to record information and data confirming the Group's compliance in relation to M&E and water management
* Apply professional knowledge in the procurement and contract management of mechanical engineering services (testing, repair, removal & installation), ensuring they represent best value for money
* Monitor and supervise the work completed by consultants/contractors
* Contribute to strategies, policies and procedures for reactive/responsive repairs, stock investment and improvement, voids works, asbestos, disrepair claims, and other related areas to ensure best use of the Group’s asset investments and alignment with strategic plan objectives
* Manage, set and control budgets and relevant contracts to deliver value for money and a reduction in complaints, claims and defective work
* Ensure all key stakeholders are kept informed of performance and relevant developments
* Focus on achieving best practice performance in responsive/reactive repairs with an ultimate target of ‘right first time – every time’ through continuous improvement

**Standard Responsibilities**Adopt and comply with Network values, policies and procedures, and regulatory frameworks including: * Code of Conduct
* Health & Safety
* Data Protection, privacy and use of IT resources
* Regulatory standards and probity
* Risks and internal controls framework
* Human Resources policies and procedures
* Equality and diversity

**No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.**  |

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| **Person Specification** |
| **Education*** HNC in Building Services Engineering or equivalent experience
* Relevant Accredited Certification Scheme (ACS) Gas Certificates of Competence for domestic, industrial and commercial gas installations
* Relevant Certificate of Competence relating to the prevention or control of Legionella
* Asbestos Awareness and Working at Heights training

**Knowledge and Skills Required*** In depth understanding of the legal obligation placed upon the council in relation to gas and water safety
* A thorough understanding of the Gas Industries Unsafe Situations Procedure
* A thorough understanding of the Health and Safety Executives Legal Series document – L8 (The control of Legionella bacteria in water systems, ACOP and guidance)
* Able to assess emergency procedures and contingency plans for managing the response to gas and water emergency incidents
* High level of knowledge of housing, housing law and the regulatory framework
* Knowledge of EU Procurement Directives and EU tendering rules
* Experience of developing and implementing complex strategies to meet business needs
* Able to represent the organisation externally at an appropriate level with key stakeholders such as local authorities, partner agencies and residents groups
* Ability to lead effective project teams delivering cross functional outcomes
* High level analytical skill and an ability to deliver creative solutions and information in a diverse environment

**Experience Required*** Sound and extensive experience of the installation and maintenance requirements appertaining to industrial/commercial & domestic gas and water installations
* Experience of undertaking complex defect diagnoses across mechanical engineering building services
* Experience of working with residents and involving them in monitoring and shaping services
* Contribution to complex budget setting, monitoring and control
* Experience of implementing quality systems
* Experience of managing complex contracts delivering high volumes of mechanical engineering building services repairs to housing, office and other building types
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| **Additional Information** |
| * May be required to attend sites out of normal office hours and within urgent time scales
* Will be required on occasions to wear protective clothing and use safety equipment
* Must be sufficiently mobile to be able to carry out the tasks required i.e. need to be able to climb ladders, access cellars, walk over uneven ground, work at heights and confined spaces
* Must be aware of the risks associated with working with machinery, very hot surfaces and hazardous materials
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| **Organisational Competencies** |
| **We want to make Network a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate** **the four HART behaviours:-****Hungry** - we want to do more and do it better* I am self-motivated, work hard and want to succeed
* I make things happen
* I think creatively to find solutions and get results for customers and colleagues
* I want to help Network achieve its goals

**Accountable -** we take responsibility and get things done* I have a disciplined approach to work; I do what I say I will do
* I try hard to get things right first time
* I have a ‘can do’ attitude
* I think carefully about my work and how we could improve for the future
* I don’t believe it’s ‘someone else’s problem’

**Respectful -** towards our customers and our colleagues* I arrive on time and fully engage in meetings
* I answer ringing phones and respond quickly to customer and colleague messages
* I work hard to communicate well with customers and colleagues, even if things take a bit longer as a result
* I make myself available and aim to be easy to work with

**Together -** one team, working towards common objectives* I understand Network is one organisation and I actively promote a ‘one team’ culture
* I work well with people across Network to ensure customers only need to make a ‘single ask’
* I welcome contact and input from colleagues in all parts of the business
* I welcome opportunities outside my team role to contribute to improving the business
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