

Rykneld Homes Ltd.

Job Description

Division: Property Services **Service:** Electrical Compliance

Post: Gas Compliance Co-ordinator

Post Number: RH336

Responsible To: Gas Compliance Manager

Subordinates: None

Key Accountabilities

- To provide effective and efficient co-ordination for the Gas team.
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Main Duties and Responsibilities

- To book follow on repairs identified by operatives out onsite following inspection or initial appointment.
- To support a successful process of Gas Servicing being completed in accordance with the annual service schedule. To be the team member responsible for co-ordinating the service approach to properties which prove difficult to access, liaising with the Gas Operatives, Housing Management, Legal Services and the Customer.
- To assist with ensuring resources are allocated efficiently and customer commitments are met. For example, re-booking works if a team member is absent through sickness or moving work to accommodate a right first-time approach rather than follow on work being booked.
- To deliver an effective process for maintaining records of Gas Operatives professional standards complying with the Gas Safe requirements. Where requalification or additional training is required, to be responsible for co-ordinating this with Human Resources.
- To be responsible for data integrity by ensuring the system is updated accurately and promptly with all actions, outcomes and communications.
- To interrogate the system data by using any standard reports to eliminate any errors.
- To use systems data and reports to provide useful management information to the Gas Compliance Manager.

- To provide support to the team for any internal or external audits for the service.
- To ensure all works orders and invoices are processed and managed in line with financial controls and appropriate policy.
- To provide an administration and co-ordination role for complaints requiring a response by the Gas Compliance Manager or Complaints Manager. Preparing all necessary background information/documentation and ensuring complaints are responded to intime and records are kept in accordance with Rykneld process and policy.
- To propose updated information or proactive communications pieces for inclusion on the website or in social media campaigns.
- To assist in covering any absence of the Electrical Compliance Co-ordinator.
- To undertake a variety of administration work to assist the team.
- To work with colleagues throughout Rykneld to provide cohesive services.
- To support the IT Team with any planned systems changes or training on systems within the compliance team.
- To undertake any other duties and responsibilities as required from time to time commensurate with the grade of the post.

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Skills and Experience</u>		
<ul style="list-style-type: none"> • Highly computer literate with experience of Microsoft office programmes • Excellent communication skills both verbal and written • Experience of processes including legal and statutory compliance • Collation of statistical or financial information • Experience of working in a busy environment to tight deadlines • Organised and able to organise others effectively • Able to work under pressure, responding flexibly and to tight deadlines • Able to interpret and follow complex procedures and policy • A tenacious approach to resolving issues • Excellent customer service skills • Experience of data analysis and reporting 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓
<u>Qualifications</u>		
<ul style="list-style-type: none"> • GCSEs or equivalent • Competent levels of literacy and numeracy needed to deliver the requirements of the role • Advanced IT skills 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.