**What’s it all about**

**Neighbourhood Engineer**

**Homes Directorate > M&E Compliance**

To provide technical support and advice to colleagues within NHG and external contractors relating to M&E equipment in a geographical region. Completion of site surveys and writing subsequent reports. Post inspection of M&E equipment after installation to ensure installations are compliant and are carried out to NHG’s standards. Liaising with residents and other stakeholders.

Supporting the delivery of M&E works, including compliance programmes (PPM) and repairs delivered by contractors, ensuring that they are managed and maintained to a high level and are compliant with the relevant statutory regulations and standards.

**How you’ll make a difference**

Your role will be to provide technical support to ensure that M&E systems are maintained, serviced and repaired to a high standard and are compliant. Ensuring that our residents are safe in their homes and works are carried out at great value for money.

**How you’ll do it**

* Attend a minimum of four site inspections of M&E equipment in a week, to ensure that failing systems are identified and for capturing asset data.
* Provide technical support to M&E contract team, housing management team and the business as may be required.
* Attend to emergency callouts as NHG’s representative and provide feedback to the management to help with decision making.
* Review quotes submitted by our contractors to ensure value for money, selection and installation of appropriate systems.
* Occasionally supporting the compliance effort by attending sites with assigned locksmith for lock slipping for access.
* Provide file notes following site inspections to document H&S issues identified on sites during site inspections.
* Working with residents and other stakeholders where M&E services are provided.
* Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
* Hybrid arrangements - at least one day a week in an office and four days on assigned schemes/sites.
* **All about you**

**Behaviours for success**

Our values set out what we stand for. You’ll need to show us how you match them and how you’ll behave to ensure those are visible when carrying out your work.

* Compassionate • Inclusive
* Progressive • Empowered
* Dependable

For each value, we’ve created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](https://www.nhg.org.uk/media/npznkx1o/values-and-behaviours.pdf). This role is at staff level.

**Essential knowledge, experience and skills including qualifications and professional membership**

* Working knowledge of Building Services systems.
* Experience of working in a mechanical or electrical discipline “on the tools”.
* Trades Qualification such as Apprenticeship, NVQ, C&G, 18th Edition for a Mechanical or Electrical discipline.
* Ability to explain complex and technical matters to non-technical stakeholders.
* Experience in managing works and contractors.
* Experience in writing technical reports and specifications.
* Desirable to have experience working in the residential housing sector.
* Desirable to have experience or knowledge of asset management software / tools.
* Desirable to have a degree/HND/HNC in Building Services Engineering or related disciplines.
* This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS).