

Domestic heat inspector

> Heating and hot water

What's it all about

The Domestic heat inspector will assist the heating and hot water team to deliver exceptional service and compliance. You will offer technical expertise to the NHG delivery officers and ensure we offer the best outcomes.

How you'll make a difference

You will support the contract management of installation, maintenance, and effective operation of domestic heating equipment.

You will work closely with our consultants and contractors to deliver an exceptional service and build upon the reputation NHG has built within the industry.

How you'll do it

You will carry out audits on all works carried out on domestic heating systems, commissioning domestic gas safety checks, boiler services. This role will be an integral component to ensure NHG meets its landlord responsibilities.

Duties & Responsibilities Specific responsibilities include

- Auditing day to day responsive maintenance works across a varied and wide range of heating systems.
- Auditing Response service, fault diagnosis, repair, and renewal work.
- Auditing planned preventative maintenance works.
- Working to relevant Health & Safety practices while on site.
- Ensure that any work carried out is compliant with relevant legislation and is in line with contract SLAs.
- Attending meetings with developers, clients, managing agents and other

stakeholders to discuss and review system performance

- Defining an ongoing strategy for system replacement and justification
- Monitor individual site KPIs.
- Monitor remote BMS and or IOT equipment.
- Attend site outages and co-ordinate communication to the business and tenants and ensure contractors rectify e issues within time frames.
- Liaise with and report to site staff (clients, principal contractors, consultants and heating / plumbing sub- contractors)
- Assist NHG obtain Gas safe registration
- Conduct site surveys and assist the team with KPI and SLA monitoring of contractors.
- Undertake any appropriate tests and checks during inspection work
- Ensure consumer expectation is always managed.
- Assist with access
- Carry out landlord gas safety record if required
- Attend court on behalf of NHG as a subject matter expert
- Act as expert for heating failures and disrepair claims
- Mentor and manage apprentices and upskill non-technical team members.

Hybrid arrangements - The role will require attendance on site 3-4 days per week, with office attendance at least one day per week. You will be responsible for managing their own diary to cover;

- inspections
- contractor audits (site and office based)
- report writing
- attending emergency situations as required



Working better together
for our residents

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
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership

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- Have valid Domestic Gas Qualifications - CCN1, CENWAT, CKR1, HTR1, (Minimum six months remaining prior to renewal of certification).
- Experience and knowledge of heating control systems is also preferred.
- Previous experience in a service and maintenance environment
- Contractor management skills, especially ability to challenge and motivate.
- Understanding of issues affecting gas, plumbing, electrical and H&V installation businesses
- Must have strong IT skills to manage portals, build reports and utilise existing systems
- Excellent verbal communication skills.
- Experience of writing reports and collecting all relevant data and presenting it in a way everyone can understand.
- Relevant Auditor qualification (D32/A1) or equivalent would be a desirable addition.
- Full, clean driving license