

Neighbourhood Engineer

Assets & Sustainability

Overview	
Role Purpose	To provide technical support and advice to external contractors and colleagues within NHG relating to M&E equipment in a geographical region.
Responsible for	Supporting the delivery of M&E works, including PPM and repairs, delivered by contractors to ensure installations are managed and maintained to a high level and are compliant with the relevant statutory regulations and standards. Responsible for pre- and post-inspections where appropriate along with recommending and specifying works, contractor co-ordination, completion of site surveys and writing subsequent reports. Liaising with residents and other stakeholders.
Reports to	Engineering Manager
Line management	N/A
Tier	Tier 8
Expectation Level	Colleague
Role relationships	
Internal	<ul style="list-style-type: none"> Contract Officer(s) working alongside the Neighbourhood Engineer, responsible for managing contractors in their geographical region. Local officers whose residents benefit from M&E services.
External	<ul style="list-style-type: none"> Contractors delivering the lift PPM, repairs and refurbishment/replacement services. Consultants supporting the delivery of lift services. Residents and other stakeholders where lift services are provided.

Role accountabilities
<ul style="list-style-type: none"> Work closely with the Contract Officer to manage the M&E systems and their performance through the effective monitoring of contractors. Promote a culture in line with NHG's values and deliver excellent customer service. Provide a high level of customer satisfaction through the management of the M&E installations. Support the management of external contractors and consultants appointed to work on NHG's portfolio. Research, prepare and write complex technical reports and contract specifications, including providing alternative solutions and recommendations for the most appropriate technical solution. Provide costings for all recommendations and details of budgetary implications. Monitor the contractors Key Performance Indicators on site to ensure they perform and attain a high level of service provision in line with their contract. Work closely with Contract Officer to provide a consistently high service across all NHG buildings. Provide strategic advice to the Planned Investment teams, identifying opportunities to improve M&E equipment while other improvement works are taking place.

Role accountabilities

- Identify and prioritise sites to be included in future maintenance programmes. Work with contractors and suppliers to provide accurate budgets in relation to current and future projects, demonstrating value for money over the life of the equipment.
- Liaise and work collaboratively with other teams, residents, senior members of staff and others to advise on faults and rectification works required on NHG's M&E installations. Keep third parties informed and issue both written and verbal communications as appropriate. Ensure excellent relationships with these key stakeholders are always maintained and promote NHG.
- Build and ensure excellent relationships with key stakeholders (MPs, Local Authorities, Resident Groups, Contractors, and Consultants) are maintained at all times.
- Ensure H&S, regulatory and governance compliance for areas under the job holder's control. Ensure that H&S requirements are included in all reporting requirements and liaise with H&S team as required to ensure adequate priority is given to this area of work.
- Instruct contractors to install remedial measures to rectify any faults to ensure efficient operation. To record all information and to develop trend analysis for future programming.
- Manage risks associated with M&E works. Ensure that effective controls are in place to highlight and limit risk. Contribute to the identification of risks as part of the planning process, ensuring adequate mitigation and control measure are implemented.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Essential

- Experience of working in a mechanical or electrical discipline "on the tools"
- Experience working with other trades
- Experience managing works

Desirable

- Experience managing contractors
- Experience working in the residential sector.

Professional expertise (know how & experience)

Essential

- Working knowledge of Building Services systems
- Ability to complete an intrusive inspection of a Mechanical/Electrical installation and prepare a detailed report to show findings.

Desirable

- Experience assessing works on site
- Commissioning experience
- Experience signing off installations.

Skills

Essential

- Ability to carry out root cause analysis of faults and diagnose cause of issues.
- Ability to explain complex and technical matters to non-technical stakeholders.

Desirable

- Experience of writing reports and specifications to explain the cause of issues found.

Qualifications and/or professional membership

Essential

Desirable

- Trades Qualification such as Apprenticeship, NVQ, C&G, 18th Edition for a Mechanical or Electrical discipline.

- HND/HNC in Building Services Engineering

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.