

Job Description

Job title	Lead Contracts Manager – Heating and Ventilation
Profession	Property Maintenance & Technical Assurance
Band	D
Directorate	CCO (Customer)
Accountable to	Head of Technical Services

Job Purpose:

The role will lead and manage planned, responsive and cyclical works for outsourced heating programmes. Work with suppliers to deliver compliance whilst championing health, safety and environmental matters and ensure a high quality and value for money service is provided. Utilising contractor management expertise and experience, ensure outsourced activities are delivered to SNG specification and standards.

The role will monitor and evidence contractor performance throughout the delivery cycle ensuring all regulatory and legislative obligations are met. Through managing the team of contracts and compliance specialists, the role will ensure all health and safety obligations are met, regular meetings are held, site inspections including auditing of the quality works are completed. Responsible for ensuring all financial elements are managed and controlled within agreed budgets.

Financial responsibility: circa £ 7 million per annum

People responsibility: 4 Direct reports

Autonomy:

Within the broad direction set by the Head of Technical Services, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done. The role will have autonomy to make decisions, use own initiative and work under minimum supervision.

Key Accountabilities:

- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance team for consideration, advice and/or investigation.
- Lead on all heating and ventilation elements of contractor delivery across SNG localities 11-14.
- Chair and facilitate meetings with contractors.
- Oversee contractor improvement plans as and when required.
- Review contractor documentation.
- Audit sub-contractor work.
- Review risk assessment and method statements.
- Supply contractors with relevant safety information.

- Liaise with customers and localities to ensure all parties are well informed.
- Accountable for the delivery of heating and ventilation projects and cyclical programmes to agreed performance and financial standards, whilst ensuring customer satisfaction, cost effectiveness and value for money.
- Deliver to key performance indicators across all operational areas.
- Provide robust reporting compliance programmes including budget control and forecasting.
- Set and maintain high levels of safe working practices across all areas of property maintenance and improvement services in line with health and safety legislation including construction design and maintenance regulations.
- Ensure that SNG asset data is accurate and maintained.
- Accountable for setting appropriate budgets, accurately forecasting month on month out-turn, and actively engaging with 'Deep-Dive' reviews to articulate variances and actions to be taken to mitigate variances from forecast.
- Maintain an up-to-date knowledge and awareness of statutory, regulatory and legislative requirements, standards and best practice for gas, heating, and ventilation.
- Ensure that adequate resources are in place to deliver compliance programmes and services that fully comply with legislative, regulatory and SNG requirements.
- Oversee other projects as and when required.
- Work with the procurement team throughout the procurement process.
- Responsible for driving business effectiveness, creative and innovative solutions to improve customer service and efficiency of delivery.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG corporate objectives.

Leadership

- Manage the Heating and Ventilation team with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.
- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the Heating and Ventilations team provide professional, reliable, and responsive services to the business.
- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.

General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.

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- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Previous experience managing third party suppliers.
- Experience and technical knowledge of gas safety and gas commercial contract management.
- Experience in delivering large scale gas testing programs.
- Experience and technical knowledge of communal ventilation systems in housing.
- Level 3 NVQ Diploma in Gas Maintenance & Repair or equivalent.
- Gas safe registered and accredited to ACS qualifications.
- Knowledge and understanding of current building regulations.
- Ability to be office based and travel between SNG sites as required.
- Good working knowledge of Microsoft Office (Word, Excel, Outlook, etc).
- Working knowledge of current Health & Safety regulations in CDM regulations.
- Ability to understand legislative documents such as asbestos surveys.
- Ability to collate accurate records of the project, from conception to finish, ensuring all documentation relating to the project is collated and stored in the correct location.
- Ability to plan, track and forecast income and expenditure against relevant budgets, to deliver a value for money service whilst taking actions to mitigate any risks.
- Good communication skills and ability to represent the company in a professional manner.
- Good time management and ability to cope with pressure and manage own workload and work to deadlines.
- Willingness to learn, act with integrity and work as a team player.
- Strong people skills, effective communicator with the ability to influence and challenge.

Desirable

- Commercial Gas qualifications.
- Renewables qualifications.
- Unvented cylinder qualifications.
- Ventilations qualifications.
- Experience of managing a Gas Safety in a large and complex Housing Association.
- IOSH Managing Safely qualification.

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- NEBOSH General certificate.
- Prince2 Project Management certificate.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	5160	Richard Ward	01/07/2026	08/2026
2.0				