

Gas Service Manager



About Us

We are taking Redbridge to the next level: we are ambitious about the future, proud of our staff and communities, and ready to lead meaningful change.

Located in north-east London, Redbridge offers excellent transport links that connect it to the City in just 15 minutes via the Elizabeth Line. The borough uniquely blends the energy and complexity of inner London with the green spaces and close-knit neighbourhoods often associated with outer boroughs. This combination creates a distinct environment, rich with opportunity, challenge, and diversity.

Home to over 310,000 residents, Redbridge is one of the most diverse communities in the capital and this diversity brings creativity, vibrancy and strong community identity, making inclusion and fairness central to the council's mission.

Redbridge Council has a strong reputation for delivery and its children's services are rated outstanding by Ofsted. Resident satisfaction remains high, reflecting a commitment to practical, people-focused public service.

However, the council is not complacent. Demand for services is increasing, expectations are rising, and external pressures, particularly around housing, care and community safety, continue to shape the context in which the organisation operates.

To meet these challenges and capitalise on new opportunities, Redbridge is investing in its leadership, workforce, and capacity to deliver. That includes significant changes to its senior structure, a renewed focus on modernisation, and a clear commitment to getting things done, and doing them well.



Welcome

Hi there,

Thank you for your interest in joining Redbridge Council.

This is a genuinely exciting time to be part of our story. We are a council with a strong record of delivery. However, we're not standing still and we are taking the next bold step in our journey.

As Leader of the Council since July 2024 and Chief Executive since March 2025, we've had the chance to listen, learn, and help shape a new direction. This campaign marks a significant investment in our leadership capacity, designed to give us the strategic strength and fresh thinking we need for what comes next.

We are modernising Redbridge and unlocking the potential in our people. Redbridge is a place with big ambitions and we want to grasp the opportunities we've not yet fully delivered on, particularly around regeneration, inclusive growth, housing, and how we modernise the way we work.

That's why this new team matters. We've created a structure that reflects our priorities and gives our people the space and support to lead, influence and get things done. And we are building a culture that values collaboration, kindness and drive, and where everyone feels valued and included. These changes will also mean that Redbridge will be even better placed to serve and deliver for our residents.

We want to attract individuals who are curious, open, and full of ideas, people who care about public service and want to help us lead change in a borough that's full of energy and complexity. Whether you are an experienced housing professional having worked in local authority or RSL's before, or stepping into local authority for the first time, this is a place where your work will matter, and your contribution will make a difference.

Thank you again for considering Redbridge. We hope you will want to be part of what we are building. Redbridge, reimagine what's possible and move to the next level.

Warm regards,

Cllr Kam Rai, Leader of the Council

Claire Hamilton, Chief Executive



Modernising Redbridge

Modernising Redbridge is about more than just change, it's about possibilities and unlocking the potential in our people, our places and our services.

Every day, across Redbridge, we make a difference. From frontline teams to those behind the scenes, we go the extra mile, delivering for our residents, supporting our communities and keeping this borough moving.

It's time to reimagine what Redbridge can be. To see beyond the way things have always been and envision something truly modern and vibrant.

It's about designing a council that works for our residents, which enables us to feel closer to them and the daily problems our communities may be facing.

Taking our services to the next level:

Modernising Redbridge will take our services to the next level, creating seamless customer journeys, digital by design and built around the real lives of our residents.

We want our spaces in Redbridge to be modern, flexible and inspiring places, where people want to work and communities want to gather.

We want our workforce to have opportunities and develop their skills and ideas. We want to grow our great talents, supporting and empowering to lead with purpose and ambition.

This programme is about breaking down historic barriers, working differently between teams and using technology to help people interact with us. Because the future of Redbridge isn't something that just happens to us. It's something we will create, together.



Our Asset Management Team

Hi, I'm Bob Granville.

I'm the Interim Operational Director of Housing for the London Borough of Redbridge.

I've been at the council for about three months now and I'm looking to build a team of really positive, can-do people who can take the Asset Management Team to the next level. We have a very strong mandate to get things done and we are building a structure and implementing the right governance for people to thrive and succeed and be able to deliver.

Redbridge is in a fantastic location. We are 20 minutes away from Central London and we have fantastic transport links taking us right into London. This is a great time to join us and help us continue to improve our services, which we need to do, to ensure that we put our tenants and residents at the very heart of the services that we deliver.

Redbridge has the smallest council housing stock of all London boroughs, with around 4500 homes. Since the introduction of the Right to Buy legislation in the 1980s we have lost 40% of the homes we once owned. This means that we have a high number of leaseholders that we also support with repairs and maintenance to their blocks and communal spaces.

I'm looking to recruit a team of positive can-do creative team players who really put our customers at the heart of the services that we offer. It's imperative to us that we consider the needs of our residents and that we deliver an effective and efficient service, ensuring that their homes are well maintained, safe and secure.

If you're a team player and if you really care, then Redbridge is the right place for you. We are a supportive team. We have fantastic colleagues and we are creating an environment where people can thrive. We are passionate about putting our people at the heart of the council, looking after people and making sure that they are happy in their work.

It's really important to me that we have a team that's full of happy people who are thriving, creative and focussed on delivery. So if you want to get things done and you want to achieve, come to Redbridge and we will wrap the support around you to help you thrive.



Bob Granville
Interim Operational Director of Housing

Job Description

Job title	Gas Service Manager
Service Area	Asset Management
Function	Asset Management
Team	Building, Compliance & People Safety
Grade	LBR 12 (£47,500 - £50,500)
Hours	36 hours per week
Base Location	Orchard (West) Housing Office, 152 Broadmead Road, Woodford Green, IG8 0AG
Reports to	Building, Compliance & People Safety Manager
Responsible for	Coordinator

Role Purpose and Dimensions

Reporting to the Building, Compliance & People Safety Manager (Housing), the post holder will be responsible for managing Redbridge's delivery of Gas safety and repair's function.

Job Description

Overview of the Job

- Developing LBRs gas safety service policy, procedure and processes in conjunction with the associated service contractors.
- The post holder will effectively Client manage contractors and consultants applying robust controls in budget and performance monitoring within the gas safety area (including statutory compliance areas).
- Effective management of contractor invoicing to ensure suppliers submissions are adequately audited and processed within contract deadlines.

- The post holder will work closely with partners both internal and external to deliver a first-class service (examples include Housing and Corporate Finance teams)

Overview of the Demand Led Responsive Gas Safety Service

- To embed the requirements of the Councils Equal Opportunities policy within the day-to-day activity of the service.
- The post holder will be committed to the wider equality agenda and adhere to the Councils Equal Opportunity goals.

Gas Safety Contract Service Delivery

- To support the Building, Compliance & People Safety Manager in the delivery of the day-to-day demand led remedial repairs.
- Responsible for close management of compliance Gas Safety
- To ensure legislative and regulatory requirements are met and adhered to across all workstreams.
- To lead regular Contract Management meetings with contractors.

Key External Contacts

- External contractors, consultants and suppliers.

Key Internal Contacts

- Housing Management, Property Services, Asset Management Team, Finance Team, Temporary Accommodation Team.

Demand Led Gas Safety service

- To lead the monthly KPI collection and commentary for all relevant workstreams of responsibility (including electrical compliance).
- Propose service improvements to the Building, Compliance & People Manager and implement where agreed.
- Ensuring that complaints relating to the areas of responsibility are investigated and are dealt with effectively within agreed procedures and timeframes.

Budgetary Responsibility & Amount

- To actively manage the annual budget of approximately £1.3 million ensuring sound financial oversight and scrutiny.
- To be responsible for managing Contractors including monitoring contractual payments and post work inspecting a proportion of the completed jobs.

Job Description

- To ensure receipt of accurate financial data (including accruals) from the relevant IT systems, from contractors, in order that robust financial monitoring is in place and can be properly assessed / evaluated.
- To contribute to the Compliance Managers annual preparation of the Gas budget.

Key Areas for Decision Making

- Freedom to take decisions from a wide range of choices within programmes and objectives.
- To make financial decisions within the LBR overall scheme of delegation (authority to approve up to £5,000).
- Post holder has scope on a day-to-day basis to take the decisions needed to deliver the GAS service and appropriate compliance streams.

Other Considerations

- To work 36 hours per week and where required take part in the out of hours on call rota.
- For certain tasks the post holder may be exposed to disagreeable or unpleasant working conditions abusive customers, dirt, inclement weather.

Key Accountabilities & Result Areas

Performance Management

- Reviewing annual targets for contractors across a suite of Key Performance Indicators.
- The post holder will plan and allocate resource as required to ensure delivery of the programme
- Leading on the active management of performance across the Fire Safety supply chain and monitoring through the monthly Contract meetings.
- Actively analysing the performance data and seeking to promote learning through this service improvement mechanism.
- Escalating persistent and/or serious under performance with the Contractor through the relevant contract monitoring channels.
- Propose and implement new processes and procedures as required.
- The post holder attending Contract meetings to monitor performance across a suite of KPI's and budgetary targets. The post holder will challenge persistent and / or significantly poor performance in any aspect of the areas of responsibility and will escalate issues to the Compliance Manager.

Risk Management

- The post holder managing all risk associated with the services operation area and ensure that all statutory and industry requirements are properly adhered to (e.g. Gas Safety Regulations).

Contract Management

- Being responsible for the contract management of the gas safety service area including contributing to the preparation of all relevant financial data to forecast and manage spend, monitoring Key Performance Indicators, chairing or attending contractor meetings to ensure rigorous management of the relevant contracts.

- Working with the Compliance Manager and other colleagues regarding the programming and procurement of framework contracts within the service, including provision of all financial data and Key Performance Indicators.

Knowledge & Health & Safety

- Understanding of Health and Safety including risk assessments, method statements, Construction (Design and Management) and safe working practices.
- Knowledge and understanding of Local Government financial systems and processes.
- Ability to utilise computer applications for standard spreadsheets, project programming, word-processing software for data entry, analysis, report preparation and email etc.

Procurement & Relationships & Contracts

- Adhering to policies and procedures to rigorously monitor and manage the relationships and ongoing performance of consultants, contractors and supply chains to ensure compliance with all the prescribed requirements of the Council.
- Managing the relevant workstreams budget and monitor the commitment of expenditure of maintenance funds to ensure effective management and control of the section budget.

Key Accountabilities & Result Areas

Budget Monitoring

- To actively manage the workstream contract budgets of circa £ 1.3 million ensuring sound financial oversight and scrutiny including: monitoring contractual payments and post work inspecting a proportion of the completed jobs before payment.
- To ensure receipt of accurate financial data from the relevant IT systems, from consultants and from contractors, in order that robust financial monitoring is in place and can be properly assessed / evaluated.
- To negotiate and validate the application for payment for prime cost and fixed costs as appropriate.

Liaison with Key Stakeholders

- To attend evening and weekend meetings as required and for issues associated with key accountabilities (e.g. Leaseholder / Tenant forums, and the Borough Resident Panel).
- To represent the service area delegating at key events on behalf of the Building, Compliance & People Safety Manager when required.
- Where required, work on a rota basis to be on call out of hours duties including weekends and bank holidays.

Professional and Technical

- To have a sound understanding of Client and Project Management processes and apply these in a consistent way to provide a quality service.
- To keep abreast of all new initiatives and best practice within the sector and act where necessary.

Green Statement

- Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality

- Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.
- Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.
- Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct & Whistleblowing

- Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.

Key Accountabilities & Result Areas

Safer Working

- Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check, and references will be taken up prior to interview.

Equalities

- Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

Customer Care

- Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.

Health and Safety

- Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To Contribute as an Effective and Collaborative Member of the Team

- Taking responsibility for continuing self-development and participating in training and development activities.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Supporting and contributing to value for money, service efficiencies and improvements.

Flexibility

- The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and your competence.

Person Specification

Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important

		A - I - T	Weighting
Minimum Education/Qualifications:	• Educated to level 4/5 or equivalent and/or professionally qualified in Construction Management or a related discipline and/or the ability to demonstrate relevant experience.	A/I	2
	• Gas Safe Registered with relevant qualifications (e.g., ACS Gas Certification) along with demonstrable knowledge and experience of Gas Safety and compliance works.	A/I	3
	• NVQ Level 3 or equivalent in gas engineering or mechanical services.	A/I	3
	• NEBOSH National General and Construction Certificate (Safety and Health) or willing to work towards.	A/I	2
Minimum Experience/Knowledge/Skills	• Substantial, demonstrable and relevant experience in Gas Safety, compliance, health and safety in a demand lead or property related employment	A/I	3
	• First-hand experience of Client Managing a contractor in the delivery of an outsourced day to day gas repairs service.	A/I	3
	• Technical experience of identifying, specifying, monitoring and quality checking Gas servicing & repairs activity.	A/I	3
	• Strong knowledge of gas safety regulations and industry standards.	A/I	3
Minimum Competencies: Customer Service	• Ability to engender a customer focused "can do" culture within the team and to actively contribute towards the effective and efficient provision of quality services in response to enquiries from both the public and service departments.	A/I	3

Person Specification

Communicating and Influencing Others	• Excellent Interpersonal and Communication Skills	A/I	3
	• Personal and professional demeanour which commands the confidence of colleagues, customers, Councillors, external partners and other stakeholders, and able to establish positive relationships.	I	2
	• Ability to negotiate with partners and the contractor centred around achieving satisfactory outcomes and value for money. • Good numeracy, written and presentational skills and an ability to negotiate effectively	A/I	3
Analysis and judgement	• Ability to think laterally and develop creative and innovative ideas and solutions to problems, and to exploit new 'smarter' ways of doing things, to achieve goals	A/I	3
Planning, Organising & Achieving Results	• Ability to plan, manage and monitor projects and programmes of work, including ability to act on own initiative and meet deadlines	A/I	3
Budgetary	• Ability to manage and control budgets and information systems.	A/I	3
Strategic Perspective	• A sound understanding and experience of working within a multicultural environment with vulnerable residents and an acute awareness of equality matters	A/I	3
Special Conditions	• To attend evening and weekend meetings as required	I	3
	• Where required, to work on a rota basis to be on call out of hours duties including weekends and bank holidays	I	2

Benefits Package

Financial

- Fair and attractive salaries – as a minimum we offer London Living Wage (including apprentices)
- Excellent holidays minimum of 28 days per annum for full time staff rising to 33 days after five years service
- Attractive pension scheme that includes an employer contribution rate of up to 19.1%.
- Enhanced Occupational Sick Pay up to 6 months full-pay and 6 months half-pay, subject to length of service
- Generous special leave arrangements for emergencies in life
- Flexible working arrangements - offered to meet your needs and ours
- Hybrid working model
- Excellent policies that support our staff throughout their careers at Redbridge

Investing in you

- Extensive Training and Development opportunities both accredited and informal
- Monthly and annual staff recognition schemes
- Mentoring Scheme open to all staff
- Well supported Staff Equality Networks that are open to all staff
- Employee benefits scheme through an external benefits provider
- High quality IT technical equipment to support effective hybrid working

Health & Wellbeing

- Employee Assistance programme – offers an independent and confidential support and advice to staff on various issues which may be affecting their physical and mental wellbeing
- Trained Mental Health First Aiders throughout the organisation
- Occupational Health Support
- Eye Test reimbursement scheme
- Subsidised gym membership
- Cycle to work scheme
- Annual Calendar of events to provide opportunities for staff to celebrate important events and initiatives

Equal Opportunities

We are committed to employment practices that promote diversity and inclusion in employment and welcome applications from qualified applicants regardless of age, disability, gender identity, sex, marriage and civil partnership status, pregnancy and maternity status, colour, race, religion, or belief.

Contact Us

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