



Creating great homes together

# Role Profile

**Position**

**Heating Services Manager**

**Reporting to**

**Compliance Manager**

## What you can expect

**We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.**

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- Motivated with a focus on customer service.
- Polite and approachable. Identifying and managing risk.
- Establishing good working relationships both internally and externally.
- Ensuring all necessary documentation and systems of control are introduced, maintained and monitored effectively.

## What you take care of

- To manage and deliver all aspects of the heating service contract, liaising with the client function and delivering monthly reports accordingly.
- To manage the planned heating replacement programme.
- To ensure all works are carried out in line with industry regulatory requirements, this is to include working with external auditors and acting as necessary to any reports submitted.
- To ensure all team members regulatory registrations remain current, organising relevant training when required.
- Lisee with local colleges as required to ensure successful management of apprentices.
- Manage and resolve any customer complaints to a satisfactory resolve for all concerned.

## What you need to be successful

- Suitable gas safety management qualification is desirable.
- AGSM Level 4 Gas Safety Management Level 3 or above Leadership and Management qualification.
- You will have a heating and mechanical background and skill set, with experience of managing maintenance contracts and small works.
- You must have experience leading and inspiring people in operational field and engineering roles to deliver epic customer service.
- You must have demonstrable experience of leading teams of engineers and in a field based environment, either out on site or in customers' homes.

## Qualifications required

**Applicants with transferrable skills are encouraged to apply.**

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Approved: