



Qualified Surveyor – Gas, Heating and Heat Networks

Job description and person specification



Job description – Qualified Surveyor – Gas, Heating and Heat Networks

Reporting to the– **Building Compliance Manager – Gas and Heating**

People responsibility:

- Direct reports = 0

Work Location:

Hybrid role with a mix of office-based working and regular travel across the Group's property portfolio, including individual dwellings, low and medium-rise residential buildings, complex buildings, higher-risk residential properties, and communal heat network systems.

Summary of role:

The Qualified Surveyor – Gas, Heating, and Heat Networks is a technical specialist responsible for the operational delivery and compliance assurance of gas, heating, and communal heat network systems across the Group's property portfolio. Reporting to the Building Compliance Manager – Gas and Heating, the post-holder ensures systems are safe, efficient, and meet all statutory requirements, including heat network-specific regulations.

The role focuses on planning, conducting, and quality assuring statutory inspections, surveys, and remedial actions for gas, central heating, and associated plant including Heat Networks. The post-holder provides expert technical guidance to operational teams and contractors, ensures audit-ready records, and escalates safety or compliance risks to the Building Compliance Manager.

The role contributes to organisational priorities through operational excellence and technical competence:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- Conduct statutory inspections and technical surveys of gas, heating, and heat network systems, including boilers, central heating, pipework, meters, flues, communal plant rooms, heat interface units (HIUs), and associated plant.
- Review, validate, and quality assure inspection records, survey reports, and remedial works to ensure auditability, legal defensibility, and compliance.
- Identify operational, safety, or compliance risks and escalate promptly to the Building Compliance Manager – Gas and Heating.

- Ensure inspections are risk-based and prioritised, considering vulnerable residents, supported housing, and higher-risk buildings.
- Maintain safe working practices in occupied properties and on communal plant, including awareness of asbestos, legionella, and other hazards.
- Coordinate inspections and remedial works with housing and property management teams to minimize disruption and maintain tenant confidence.
- Conduct inspections and operational checks of communal heat networks, including central plant, distribution systems, pressure systems, controls, and HIUs.
- Ensure compliance with Heat Network (Metering and Billing) Regulations, Pressure Systems Safety Regulations, and associated industry guidance (CIBSE, IMechE).
- Monitor and quality-assure contractor work on heat networks and communal heating systems, ensuring statutory and contractual compliance.
- Provide technical guidance to operational teams on the safe and efficient operation of heat networks.
- Identify opportunities for improvements in system efficiency, safety, and reliability, including energy-saving and decarbonisation measures.
- Provide operational teams and contractors with guidance on statutory requirements, technical standards, and best practice for gas, heating, and heat networks.
- Conduct spot checks, audits, and quality assurance reviews of contractor work.
- Maintain complete and accurate records of inspections, surveys, and remedial actions.
- Provide clear, accessible safety information to residents regarding gas, heating, and communal heat networks.
- Liaise with housing teams, contractors, and regulators to ensure smooth operational delivery and compliance.
- Support internal and external audits, inspections, and assurance processes by providing accurate technical data.
- Maintain up-to-date knowledge of legislation, standards, and guidance for gas, heating, and heat networks.
- Identify operational improvements in inspection, reporting, or maintenance processes.
- Support the Building Compliance Manager with energy efficiency, low-carbon upgrades, and decarbonisation initiatives.
- Mentor less-experienced surveyors or operational staff as required.
- Handle data responsibly, ensuring accuracy, security, and appropriate use in line with data governance policies.
- Identify and take responsibility for correcting inaccurate data encountered in day-to-day work, escalating where required.

Additional responsibilities:

- **Financial responsibility:**
Ensure operational activities are delivered within agreed budgets where applicable.
- **Health and Safety:**
In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health and Safety aims and objectives, you will be conversant with the Current Health and Safety Policy on the Intranet in particular the

Statement of Intent and section 5.6 and 5.7 of the Policy “Health and Safety Responsibilities”.

- Responsible for ensuring that all of the Group’s Health and Safety policies and procedures are fully implemented and adhered to.
- Maintain a safe working environment, follow Group Health and Safety policies, and ensure asbestos works comply with CAR 2012 and safe working practices.

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive, and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual’s remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Qualified Surveyor – Gas, Heating and Heat Networks:

- Takes ownership of operational compliance outcomes (**Own it**)
- Drives improvement in technical practices and inspection processes (**Improve it**)
- Demonstrates professionalism, attention to detail, and technical authority (**Live it**)
- Provides confident, proportionate challenge where safety or compliance may be compromised
- Works collaboratively with operational teams and contractors to achieve shared objectives
- Communicates technical information clearly and effectively to a variety of audiences
- Supports departmental plans, continuous improvement, and organisational priorities.
- Substantial hands-on experience conducting and overseeing gas and heating inspections across individual dwellings, multi-storey, and high-risk residential properties including heat network systems.
- Strong knowledge of Gas Safety (Installation and Use) Regulations 1998, Pressure Systems Safety Regulations 2000, Heat Network (Metering and Billing) Regulations, and relevant building and landlord legislation.
- Familiarity with non-gas and low-carbon heating systems, communal heating, and heat networks in social housing settings.
- **Additional specialist skills and qualifications to be successful in this role:**
- Recognised technical qualifications in gas engineering, mechanical engineering, building services, or surveying (HNC/HND, BEng/BSc, Gas Safe registration) **[Essential]**
- Experience in regulated or high-compliance environments **[Essential]**
- Experience supporting internal and external audits and regulatory inspections **[Essential]**
- Evidence of ongoing Continuous Professional Development in gas and heating compliance **[Essential]**
- Full UK driving license for site visits **[Desirable]**
- Experience in care or supported housing schemes **[Desirable]**
- Professional membership (e.g., IGEM, CIBSE, CIPHE, IMechE) **[Desirable]**

- Chartered status or progression toward it **[Desirable]**
- Knowledge of landlord duties under Housing Act 2004, Landlord and Tenant Act 1985, and the Building Safety Act 2022 **[Desirable]**
- Understanding of tenant engagement and communication best practice in social housing **[Desirable]**

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Qualified Surveyor – Gas, Heating and Heat Networks.

You will be required to complete continuous professional development, to further support your role and the Group.