

Job Title	Service Layer (Team Leader)
Department	Build & Repair
Reports to	First Line Manager
Grade	Service Layer (will be matched to appropriate level of the pay framework in line with qualifications and competencies)
Purpose & Overview	<p>The purpose of the job is to contribute to a cost effective and customer focused, reliable gas service by carrying out routine and non-routine work across the district as an individual or as a team leader.</p> <p>The job holder will carry out repairs to our gas network mains and services, attend emergencies and complete all new customer connections work. There is also a requirement to help with the delivery of our Replacement and Capital programmes, to make sure that we can supply all future gas demand.</p> <p>The job holder will be trained to an appropriate standard to carry out the duties allocated and will receive direction from a First Line Manager or equivalent.</p> <p>The job holder may well be an experienced practitioner in one aspect of the work, but, with appropriate training may also undertake activities across a wider cross section of work.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Receive instructions and requests, plan and organise resources and make appropriate arrangements to ensure that work is carried out efficiently • Lay, connect, disconnect, commission, decommission and maintain pipework, associated plant and equipment; this may involve non-routine work and/or appropriate specialist knowledge. • Undertake installation and maintenance work on pressure reduction installations, holders, compressor stations, heaters, pipework, valves, filters, meters and associated equipment; this may involve non-routine work and/or appropriate specialist knowledge. • Respond to emergencies, participate in standby and undertake testing, survey, detection and diagnostic work which may be of a non-routine nature, reporting results, ensuring safety and taking appropriate action in order to maintain the transportation system and associated equipment. • Undertake and ensure that excavation, backfill, reinstatement and repair work is carried out to the necessary standards, including the removal of surplus/waste material.

	<ul style="list-style-type: none"> • Provide appropriate training, advice, guidance and support to teams/individuals engaged in the operation and maintenance of the gas transportation system. • Provide advice, guidance and support for 3rd parties operating on or adjacent to the gas transportation system. • Assist in gathering information and preparing reports which may include participation in the preparation of technical information. • Progress ordering, purchase, receipt, inspection, storage, stock control, handling and issue of equipment, goods and materials in accordance with standards and procedures, to meet the needs of WWU's operations. • Work within and promote the philosophy of team working and development across all WWU activities to achieve business objectives and improve performance. • Participate in the provision of excavation, pipelaying, pipe jointing, connection, repair, etc., activities which are necessary to complete the work. • Operating and using mobile plant, mechanical lifting handling equipment, tools and other equipment properly and safely, ensuring they are correctly maintained and stored. • Operate in accordance with safety codes, legal and Company standards, regulations and other Codes • Make records/as laid drawings etc. of activities carried out and input to WWU systems as appropriate. • Ensure that the health and safety of themselves and others is not adversely affected by their actions or omissions. • Co-operate fully with management and employees to enable them to perform or comply with legislative duties placed upon them; this includes co-operating with the introduction of new systems and technologies designed to protect the health and safety of employees and the public. • Co-operate with both management and other employees in implementing measures necessary to protect the environment. • Work various shift patterns which includes weekend and evening work, and participation in a 24/7 standby rota
Technical Know-How & Skills	Service Layer <ul style="list-style-type: none"> • Locate and avoid supply apparatus and sub-structures during gas network operations

- Excavate holes and trenches in ground and pavement structures to access the gas network
- Re-instate excavation and pavement surfaces after gas network operations
- Contribute to an efficient and effective work environment during gas network operations
- Contribute to health, safety and environment in the workplace during gas network operations
- Operate powered tools and equipment during gas network operations
- Install engineering products or assets
- Replace assembly or sub assembly components
- Conduct specified testing of engineering products or assets
- Prepare resources and segregate the area for highways works during gas network operations
- Prepare resources and segregate the area for site works during gas network operations
- Join materials by manually controlled thermal processes
- Control allocated resources to achieve requirements
- Prepare work areas and materials for engineering activities
- Restore components to operational condition by repair
- Contribute to the organisation of work activities
- Contribute to effective working relationships

The job holder will also be required to have the following knowledge and skills:

- Good practical skills
- Good team working skills
- Basic engineering principles and skills
- Customer awareness and care
- An understanding of on-site health and safety and all aspects of gas safety
- The ability to follow written and verbal instructions
- An understanding of the gas supply network and the behaviour of various gases
- Gas detection equipment and its usage
- How to deal with internal and external gas emergencies

	<ul style="list-style-type: none"> • Service & Main Laying and Repair Procedures • Mains Replacement Schemes and Projects • Installation, repair and removal of Mains and Service pipework • Repair methods for Services and Mains Escapes • Knowledge of New Roads and Streetworks Act Activities • IT systems and mobile technology • Ability to communicate with fellow workers, management, public officials, site managers and the general public in order to carry out work, deal with routine complaints and ensure that we satisfy our customers and the general public
Qualifications	<p>General</p> <ul style="list-style-type: none"> • Full UK Driving Licence • NRSWA - Location and avoidance of underground apparatus, Signing, Lighting and Guarding and Excavation in the highway modules <p>Service Layer</p> <ul style="list-style-type: none"> • NCO Level 2 Service layer (or equivalent qualification) <p>Service Layer & ELR</p> <ul style="list-style-type: none"> • NCO Level 2 Service layer ELR (or equivalent qualification)