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| Job description |  |

**Technical Officer (Ref: 000304)**

**Reports to Adaptations and Improvement Team Manager**

**Responsible for: Directly** None

**Total staff managed** None

**Working environment** Mixture of residents’ homes, on-site, office plus travel locally/regionally as required to carry out function

**Purpose of role**

* Provision of an efficient, client focused service for people who need assistance in establishing, retaining or regaining independence through adaptations or repairs/modifications to their homes
* Provision of comprehensive technical advice and assistance to vulnerable households seeking help to adapt, repair or improve their homes.
* Contribute to the reduction of the number of vulnerable households living in non-decent homes;
* Contribute to the provision of a fast-track adaptation service to support hospital discharge or prevent hospitalisation or admission to care;
* Collaborate with health, social care and housing staff to provide effective delivery of adaptations and home repairs/improvements for vulnerable people.
* Supporting the delivery of the Council’s priority objectives as expressed through the Plan
* Promoting the values and principles of the Council in the delivery of services and engagement with our local communities
* Working collaboratively across the organisation and with partners to deliver services

**Key result areas**

**Corporate responsibilities**

* Awareness of the Corporate Plans priorities and values and contribute to the delivery of these in the provision of high-quality services to residents and communities
* Production of relevant and up to date key performance indicators (KPI’s), local performance indicators and activity/demand data
* Actively promote equal opportunities and value diversity as an employee and direct service provider, fostering a culture of fairness, equality and respect
* Any other work required and as directed within the confines of the existing grading and post

**Operational responsibilities**

* To undertake detailed property surveys for the purpose of provision of adaptation or repair/renovation works to meet the clients’ needs.
* Review Occupational Therapist (OT) recommendations to assess whether building works required are reasonable and practical and investigate ways of meeting the assessed needs. Carry out joint visits with OT where required
* Prepare schedules of work for adaptation and or repairs/renewal, develop specifications and design drawings as appropriate for each property~~.~~ Submit Building Regulation and Planning applications, liaise with appropriate Officers, and obtain approvals. Appoint external consultants, (e.g. Structural Engineers, Surveyors) where appropriate.
* Using the contractor framework provide estimated costs and obtain tenders for work. Check the tenders for accuracy and completeness e.g. quantities, costs, specifications and plans. Act as the ‘Client’ and ‘Principle Designer’ in relation to CDM2015. Ensure contractual arrangements are in place. For private sector clients, calculate the financial assistance to be offered through either grant or loans.
* To inspect and monitor building works to ensure that all works are carried out in accordance with the specification and are within budget.
* To advise, instruct and direct contractors on site and keep the client and other relevant parties informed of progress and respond to issues as they arise.
* To evaluate progress against the contractor’s programme of works and make payments as required. Evaluate the need for contract variations, agree them where appropriate and secure additional funding if required.
* To carry out final inspections to;
  + prepare final accounts, and process certificates of payments and completions,
  + ensure that all works comply with the specification, issuing defects notice to contractors if required.
  + To check the contractors Building Manual for completeness and that the appropriate warranties/guarantees have been supplied to the client.
* To liaise with health and social care colleagues in respect of work for people with disability and to attend joint meetings as necessary to advise on technical and practical issues regarding adaptations to ensure that cases are progressed appropriately.
* Provide technical services as required to support the Council’s strategic housing priorities e.g. empty homes, acquisitions and use of Council’s own housing stock.
* To attend accompanied viewings with potential Council tenants and other Housing staff to assess the suitability of the accommodation and to ascertain whether the property can be adapted to meet the assessed needs.
* To monitor contractor performance and deal with any issues that arise.
* To maintain accurate records in order to provide effective collection of performance statistics and financial monitoring.
* To keep up to date with developments in the construction and maintenance of buildings, changes in relevant legislation and regulations and to attend relevant seminars, courses and conferences as necessary.

**These may change subject to consultation with the post holder**

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| Person specification |  |

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| **Technical Officer** | |
| **Experience/**  **Knowledge** | Worked in either construction, asset management or environmental health (housing) sectors for a minimum of two years and has:   * Practical experience of preparing specifications and detailed schedules of work. * Practical experience of letting of contracts for building works. * Practical experience of site supervision including liaising with contractors and statutory bodies. * Experience of working with vulnerable households and dealing directly with the general public.   Knowledge of relevant housing and construction related legislation  Knowledge and understanding of the relevant Health & Social Care Legislation and current policy and practice within the Health & Social Care arena  Practical experience in and application of planning and building regulations and processes.  Ability to produce professional standard schedules of works, specifications and drawings  Holder of a current driving licence.  Ability to manage own case load effectively and to meet required targets.  Experience of multi-disciplinary team working and effective collaboration across a range of external organisations including public, private and voluntary sectors  Knowledge of health and social care system and how it relates to the services the Council deliv**ers**  Successful experience of delivering high quality service outcomes with limited resources  Proven ability to provide balanced advice and guidance on a range of issues in a pressurised environment  Ability to demonstrate a commitment to customer care and motivating others to do the same  Working knowledge of Auto CAD (desirable) |
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| **Qualifications** | BTEC HNC/HND or equivalent qualification in a building or environmental health related subject, plus two years relevant work experience or extensive and relevant work experience without relevant qualifications.  Evidence of CPD. |
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| **Competencies** | Clarity of thought and ability to process complex information  Ability to communicate across a range of levels of understanding to summarise and convey complex messages and provide clear advice on issue  Demonstrates good listening skills and can respond to diverse needs of others  Influencing, persuading and negotiating skills  Partnership and consensus building abilities  Good presentation skills  Excellent organisational skills, with the ability to prioritise work to meet deadlines, and ensuring attention to detail and accuracy  Excellent IT skills, including Excel and Word  Excellent interpersonal skills along with the ability to work with members and colleagues at all levels in a consistent, courteous and sensitive way |
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| **Personal Qualities and Attributes** | Self-awareness  Openness and honesty and integrity  Personal resilience  Fairness and consistency  Developed political acumen and astuteness  Ability to challenge self and colleagues constructively and sensitively  Flexibility and enthusiasm to adapt and develop new ideas and initiatives |
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| **Behaviours** | Effective communication  Working together  Taking personal responsibility  Putting Great Yarmouth first  Respecting others  People focused  • Embracing change |
| **Personal**  **Circumstances** | Post is based at Wherry Way – 105 Caister Road Great Yarmouth but with travel across the borough.  Able to drive and have access to own transport  Physical ability to undertake key tasks of post such as:   * + - inspect properties internally and externally     - use ladders and other surveying equipment as needed   The job may involve occasional attendance at evening meetings |