

Job Title: Technical Officer – Property Project Officer

Grade: 10

Job Family: Technical

Responsible to: Team Leader (Capital & Repair)

Responsible for: None

Evaluated by Grading Panel: 6/03/2018

Version: 1

PURPOSE

As a proactive Officer, the post holder will support the Team Leader and deliver the operational duties of their service/business area. The post holder will work with colleagues across the organisation in line with KNH's core behaviours and values and contribute to the delivery of the organisation's purpose, vision and objectives, ensuring positive outcomes for the business and KNH customers.

A key component of the role will be to directly contribute to delivering high performance and continuous improvement within the service/business area in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Council's key objectives to deliver a customer focused service.

The post holder will be responsible for the front line delivery of improvement & refurbishment programs to tenanted properties, and will be responsible for delivering projects on time and within budget whilst ensuring health and safety standards are adhered to at all times.

ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- › Make a positive contribution during the formulation of annual Capital/revenue works programme.
- › Formulate works specifications and order work from contractors; be their point of contact and oversee their work to ensure that appropriate standards are met and that that KNH receives value for money. This will include sample quality checks, inspections and liaison with the contractor and residents.
- › Liaise with senior colleagues to co-ordinate works of a complex nature or above a prescribed financial value.

- › Use project management skills to manage a number of projects and budgets simultaneously while ensuring compliance relevant statutory legislation such as Health & Safety.
- › Liaise closely with the Asset team in relation to operational repairs, major planned programmes and other property related issues including the management of complaints and contractor invoices
- › Working with a Team Leader, analyse problems, prepare briefs, risk assessments, specifications, tender documents and legal documents and other documentation to promote a robust approach to the work and to ensure that programmes and plans, registers and other asset data are kept up to date.
- › Oversee the completion and handover of works ensuring that appropriate controls and arrangements are in place for the certification of invoices and other related handover documents
- › Provide, in accordance with KNH/Kirklees Council policy, energy advice and guidance to tenants/residents.
- › Attend and participate in meetings with residents, contractors and colleagues as required
- › Work collaboratively with your Team Leader/General Manager and other Housing Officers to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Prepare professional and clearly written communications to colleagues, partners and customers.
- › Participate in team service reviews and service planning as required and ensure any arising individual actions are implemented.
- › Be a proactive and supportive team player and actively assist others to adapt and cope with change.
- › Contribute when required to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.
- › Act as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.
- › Deputise for the Team Leader as required.

DECISION MAKING

- › Organise and prioritise own workload, including formulating works specifications, ordering work from contractors, using a project management approach.
- › Seek advice when dealing with high risk issues or a case which may require action outside of normal policy and procedure.
- › To inform and make effective decision making to meet individual, team and overall businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.

- › Develop and maintain relationships across a broad range of internal and external stakeholders, including managers, employees, trade unions, partners and customers.

FINANCIAL MANAGEMENT AND PROCUREMENT

- › Manage any delegated budgets and resources in accordance with delegated authority and KNH's Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- › Support the Team Leader to ensure the performance, overall quality, cost effectiveness and value for money of your business/service area(s).
- › Contribute as required to developing new products and services which contribute to the financial viability and sustainability of the organisation.

LEGAL, RISK AND COMPLIANCE

- › Provide relevant information to ensure that all claims made against KNH are dealt with in an appropriate and timely manner and within the legal timescales. Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession, as appropriate, to secure any information needed. Interrogate records, assimilate data, coordinate witnesses and provide witness statements as appropriate and attend the Courts/First Tier Tribunal as necessary.
- › Ensure all individual operational activity is in line with the KNH Health and Safety Policy and associated legislation.
- › Ensure all individual operational activity is in line with guidance on the recording and reporting of concerns in the KNH Safeguarding Policy.
- › Conduct fire safety checks (this will include a basic visual inspection, arranging the removal obstructions/hazards and reporting any issues or defects) as requested and report any areas of concern ensuring that any defects are addressed and completed in line with KNH's Fire Safety procedures.

CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Deliver good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Maintain accurate information systems in line with service requirements.
- › Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Proactively participate in the identification of personal learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).

- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Team Leader (Capital & Revenue)**.

EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with Equality Act 2010.

PERSON SPECIFICATION

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RELEVANT EXPERIENCE

Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<u>Education/Qualifications</u>				
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent.	E	X		
HNC in Building Studies or equivalent and relevant professional qualification	D	X		
IOSH construction related qualification	D	X		
<u>Experience</u>				
› Demonstrable experience with a major housing contractor in operations, project or contract management	E	X	X	X
› Good knowledge of Construction Health & Safety regulations	E	X	X	
› Experience of decent homes or large scale social housing improvement programmes	E	X	X	
› Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external	E	X	X	
› Demonstrate a proven track record of delivering targets and goals within operational plans	E	X	X	
› Skill and ability to work with partner organisation to achieve common goals	E	X	X	

<ul style="list-style-type: none"> › Previous experience of data input and maintenance of databases and/or Contact Management Systems › A good level of computer literacy to interrogate various software packages › Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role › Able to work flexibly and be responsive to change in order to improve performance › Ability to work effectively as part of a team coupled with the ability to work independently to achieve results › Ability to understand the importance of budgetary control and proactively manage any delegated individual budgets 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	
<p><u>KNH BEHAVIOURS</u></p> <p>Progressive</p> <ul style="list-style-type: none"> › Able to demonstrate ability to develop and implement innovative ideas to improve the service or way of working <p>Engaged</p> <ul style="list-style-type: none"> › Able to demonstrate that they are passionate about their work and what KNH is trying to achieve <p>Respectful</p> <ul style="list-style-type: none"> › Treats people as individuals with courtesy, kindness and empathy and takes into account cultural sensitivities. <p>Customer Focused</p> <ul style="list-style-type: none"> › Able to demonstrate delivery of excellent customer service within a customer focused 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	

environment				
Honest › Proven track record of being transparent and open	E	X	X	

<u>Other Requirements</u> › Ability to travel around the borough › Willingness to undertake training courses relevant to the post › Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)	E E E	X X X	 X X	
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This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

Signature of Post Holder:

Date: