

Job Title: Technical Officer – Water Quality

Grade: 12

Job Family: Technical

Responsible to: General Manager – Compliance and Quality

Responsible for: Operational Teams within the Service Area

Evaluated by Grading Panel:

Version: 1

PURPOSE

As a proactive leader the post holder will support the Service Manager with the strategic, operational and financial management of the business.

By working with employees in line with KNH's core behaviours and values, support the Senior Leadership Team to deliver the organisation's purpose, vision and objectives.

A key component of the role will be to develop a culture of high performance within teams (high challenge/high support) and continuous improvement in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Councils key objectives to deliver a customer focused service.

The Technical Officer will work with colleagues across the organisation and with partners as a change agent to ensure positive outcomes for the business and for KNH customers.

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.

- › To support the General Manager-Compliance & Quality and act as the Deputy Responsible person for Water Quality/Legionella Management.
- › To deputise in the absence of the General Manager-Compliance and Quality for all matters relating to Water Quality/legionella.
- › Be responsible for the development and implementation of all required policies and procedures in relation to Water Quality management, and the Water Quality Management Plan, ensuring compliance with all legislative and regulatory requirements.

- › Be responsible for ensuring that Water Quality Risk Assessments (communal, commercial and domestic) are undertaken and reviewed as per agreed timescales, that RA findings are effectively logged, interrogated, and that resulting actions are completed within timeframe.
- › To utilise Risk Assessment findings to develop and implement a pro-active water sampling regime, paying particular attention to blocks/assets which house customers who are particularly susceptible to water based bacterium.
- › To ensure that the Water Quality maintenance regime is sustained, recorded, findings are monitored and action taken where issues are found. This includes temperature monitoring, sampling, flushing and tank inspections. The post holder will be responsible for ensuring that the asset list is regularly reviewed to ensure accuracy.
- › To implement an effective flushing regime, including the recording and monitoring in all applicable assets (including those used by partnering organisations).
- › To create and implement an effective process to manage Water Quality in void properties, to ensure that the water is safe from the property becoming empty, to the new customer taking possession.
- › To work with the SHE and Organisational Development Teams on ensuring that staff receive appropriate, and regular training on the risks of legionella, controls and prevention.
- › To collate and interrogate information received from Water Quality management service providers, to monitor contractor performance, and also undertake trend analysis of site findings. To liaise with KC and the Water Quality management service provider when trends are identified and agree remedial action required to resolve.
- › To act as the point of contact and investigating officer for all Water Quality related emergencies, including the presumptive/confirmed legionella readings, and cases of Legionnaires Disease.
- › To regularly review Control Measures and ensure that they remain effective in managing the risk of legionella.
- › To regularly review the information to be shared with customers and staff on good water Quality management, and use all available KNH communication routes to publicise.
- › To work with the Technical Officer – Energy on commercial heating replacements to ensure that the risk from legionella/water based bacterium is designed out as far as reasonably practicable.
- › To develop and implement a process with the Property Services and Customer Permissions Teams to ensure that all modifications to pipework are monitored and meet Water Quality requirements to reduce risk as far as reasonably practicable.

- › To work with the Asset Delivery and Housing Growth Teams and ensure that work specifications meet legislative and regulatory requirements for Water Quality, and that all items requiring ongoing maintenance (such as the installation of TMVs) are logged on the Water Quality register.
- › To work with the General Manager-Compliance & Quality on the development of I.T. software and systems, to seek efficiencies and innovation, whilst maintaining accuracy of records.
- › Provide technical expertise, advice and quality assurance in relation to water Quality matters and undertaking regular Quality Control inspections to ensure the satisfactory completion of work, standard of workmanship and competency of operatives and contractors.
- › Provide technical advice, training or tool box talks as required and recommend specification changes where applicable.
- › Assess contractor suitability/competency, rates and costs, obtaining quotations where applicable, authorise the materials and contractor ordering process, ensure that all claims for payment are correct and certified accordingly.
- › Ensure that works and services are in line with the Property Services Business and Operational Plans.
- › Plan, co-ordinate and deploy resources and workload appropriately to meet service and business demands.
- › Work collaboratively with Service Managers and other General Managers to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Prepare detailed, clearly written reports on key issues. When required present verbal reports to the Senior Leadership Team and/or Board.
- › Participate in organisation wide service reviews and service planning acting as a lead sponsor as required and ensuring reviews are delivered through to conclusion and any arising recommendations are implemented as appropriate.
- › Provide vision and leadership to the team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures.
- › Build a culture to expect change as a part of doing business successfully and actively assists others to adapt and cope.
- › Contribute to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.

- › Provide leadership and direction to the organisation by acting as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.

DECISION MAKING

- › To inform and make effective decision making to meet individual, team and overall businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPRs) and Contract Procedure Rules (CPRs).

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

- › Play a key role in the annual budget setting process for your service area and manage budgets and resources in accordance with delegated authority and KNH's Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- › Take individual responsibility for the overall quality, cost effectiveness and value for money of your business/service area(s).
- › Benchmark the performance of your business/service area and set 'smart' targets which bring about improvement within a Value for Money framework.
- › Contribute to developing new products and services which contribute to the financial viability and sustainability of the organisation.

LEGAL, RISK AND COMPLIANCE

- › 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. Carry out investigations, interrogate records, assimilate data, prepare reports, coordinate witnesses and provide witness statements as appropriate and attend the Courts as necessary.
- › Embed a culture of risk management and appropriately assess, monitor and mitigate operational risks in line with KNH's Risk Management Strategy.

- › Effectively manage health and safety issues in your area of responsibility in line with the KNH Health and Safety Policy and associated legislation.
- › In relation to safeguarding ensure the team is appropriately trained and follows guidance on the recoding and reporting of concerns in line with the KNH Safeguarding Policy.
- › Ensure all areas of service delivery are up to date in terms of legislative and regulatory changes and adopt best practice in all relevant key functions.

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.
- › Ensure a customer focussed approach is adopted in all aspects of service delivery (internal and external).
- › Ensure you and your business/service area is fully compliant with and is aware of your obligations in terms of Health and Safety.
- › Assist in the development of and implementation of good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Ensure you and your business/service area follow KNH's policy and procedures in relation to reporting and recording safeguarding concerns.
- › Comply with the confidentiality and information security policies at all times.
- › Maintain accurate information systems in line with service requirements.
- › Influence, challenge and develop 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.
- › Participate in the identification of learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDRs).
- › 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 **General Manager-Compliance and Quality**.

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

Post Title: Technical Officer – Water Quality

Grade: 12

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		
Educated to HNC level or equivalent and/or professionally qualified in Water Quality Management or a related discipline and/or the ability to demonstrate relevant experience	E	X		
Must hold or be willing to work towards City & Guilds WH001 Legionella Management for Water Systems along with demonstrable knowledge and experience of managing Water Quality	E	X		
Holds IOSH Managing Safely and/or NEBOSH National General Certificate, or willing to work towards	D	X		
<u>Experience</u>				
› Significant experience within a similar post and/or environment	E	X	X	
› Significant experience in managing Water Quality, preferably in a social housing environment	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	

<ul style="list-style-type: none"> › Demonstrate a proven track record of delivering targets and goals within operational plans › Skill and ability to work with partner organisation to achieve common goals › Previous experience of data/record management and maintenance of databases and/or Contact Management Systems › Literacy and numeracy to a standard required to maintain accurate records and write high quality reports, discussion papers and communications › 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 › Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results › Proven experience and ability to understand the importance of budgetary control and proactively manage budgets 	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
<u>KNH BEHAVIOURS</u> Progressive › Able to demonstrate ability to develop and implement innovative ideas to improve the service or way of working Engaged › Able to demonstrate that they are passionate about their work and what KNH is trying to achieve	E	X	X	
	E	X	X	

Respectful > Treats people as individuals with courtesy, kindness and empathy and takes into account cultural sensitivities. Customer Focused > Able to demonstrate delivery of excellent customer service within a customer focused environment Honest > Proven track record of being transparent and open	E	X	X	
	E	X	X	
	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	X		
	E	X	X	
	E	X	X	

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: