

MEDWAY COUNCIL - JOB PROFILE.

DESIGNATION	HRA Clerk of Works
DEPARTMENT	RCE, Culture & Community, Housing
RESPONSIBLE TO	HRA Capital Works Project Manager
GRADE	Range 5

1. MAIN PURPOSE OF JOB

To assist the Property Services management team, part of the Housing Revenue Account (HRA) service, to ensure that the 3000 homes owned and being built by the Council are being constructed and maintained as per the required specifications, as per the required regulations and to an acceptable standard.

To monitor, report and document the quality of work being completed on all new build development projects.

To monitor, report and document the quality of work being completed on decent homes capital works programmes.

To utilise computer equipment, software and systems in order to produce reports.

Undertake quality and 'work in progress' inspections on capital works projects.

To assist with inspecting and signing off repairs, voids and any other property services related functions as and when required.

To work closely with contractors and monitor the quality and quantity of work undertaken, always ensuring contract compliance (including a range of specialist contracts). To utilise specialist computer software to comprehensively administer works' orders.

To approve variation orders and issue contract administrator instructions on planned works programmes.

Collate, scrutinise, and validate contractor applications of payments ready for the Property Services Operations Manager, Development Manager or Capital Works Project Manager to approve.

To issue variation orders to contractors and to document and administer accordingly.

Assist, as necessary, with the preparation, in consultation with budget managers, the monthly monitoring returns for Capital, Planned and Revenue budgets ensuring these are recorded accurately and liaise with the Managers to achieve this.

Assist with maintaining the HRA's asset management systems, ensure they are regularly updated with reliable and appropriate sign off and completion information.

To attend and Property Services client-side team meetings as and when required.

To attend development and capital works progress meetings as and when required.

To lead on addressing poor quality with contractors and report any quality issues to the Capital Works, Development and Property Services Operations Managers accordingly.

Assist the Development Manager with managing defects for new build projects.

To assist the Property Services Management team with any complaints or disrepair claims as and when required.

To provide technical cover across Property Services.

2. PERSON SPECIFICATION

Qualifications

Essential

- Good general education, GCSE's A* - C, and/or A level equivalent, preferably including English and Maths.
- HND in Building Studies or equivalent construction related qualification.

Knowledge

Essential

- Demonstratable experience of completing Housing admin tasks.
- Experience of working within a Social Housing Environment.
- Knowledge of using a housing management system.
- Demonstrable working knowledge of building maintenance and practical repair issues gained within a Social Housing Environment

Experience

Essential

- Experience of working within a Social Housing Environment.
- Demonstratable experience if hitting tight deadlines.
- Demonstratable experience of completing Housing admin tasks.
- Demonstrable experience of driving service improvements across key front line customer services, ideally within a social housing field.
- Extensive demonstrable experience of managing contractors and reviewing the quality of their work.
- Experience in Housing Maintenance
- Experience of monitoring the performance of contractors and liaising with contractors
- Demonstrable experience of effectively managing a diverse workload.
- Demonstratable experience of communicating effectively with social housing residents.

Skills (Mental skills/Communication skills/Physical skills)

Essential

- Demonstrable ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex/sensitive information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders.
- Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way.
- Excellent communication skills
- Demonstrable ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions.
- Demonstrable proficiency of relevant computer software, hardware and applications including Microsoft Office, Outlook and Excel.
- Demonstrates the ability to deal with high levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands
- Demonstrates the ability to spend all or most of the working day spent on site and good time/diary management.
- Demonstrable ability to analyse and interpret complex information and situations. Ability to develop solutions and plans for the medium term. Adopts an imaginative and innovative approach
- Demonstrable ability to use well developed communication skills to challenge contractors when performing poorly
- Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.
- Demonstrable ability to carry out tasks which impact on the wellbeing of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures, and interpreting policies and procedures to meet specific circumstances or problems.
- Full UK driving licence

Desirable

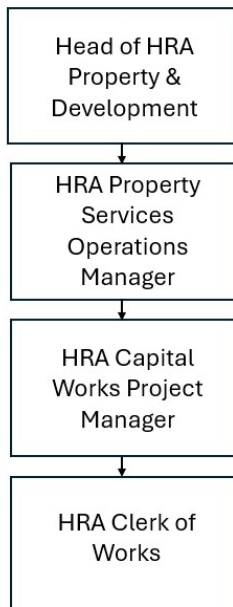
- Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way.

Personal qualities (Mental demands)

- Demonstrates the ability to either: work independently or part of a team.
 - Ability to manage workload effectively with good time keeping.

3. ORGANISATION

i) ORGANISATION CHART



(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

HRA Capital Works Project Manager

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will be expected to provide relevant advice and information specifically in terms of the resident engagement and communication within their team as well as advice to other housing staff.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder will be expected to liaise with the teams responsible within the remit identified in the post, including the contracts management team, HRA Development Team, the Asset Management Team and the wider Property Services Team.

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will have regular contact with tenants, leaseholders, resident groups, ICT companies, other ICT Users at User Group meetings, repairs contractors and other housing organisations. Internally contacts will be all housing staff, colleagues in other divisions up to service manager level. Externally contacts will include organisations such as the Kent Housing Group and Communities and Local Government Department and Elected Members.

4. PHYSICAL DEMANDS

The post holder will be expected to visit HRA housing sites as and when required.

5. EMOTIONAL DEMANDS

The post holder will be involved with dealing with contractors and challenging the quality of work

6. RESPONSIBILITY FOR PEOPLE (not staff supervision)

The post holder will be expected to liaise with the teams responsible within the remit identified in the post, including the contracts management team, HRA Development Team, Property Services and the Asset Management Team

7. RESPONSIBILITY FOR FINANCIAL RESOURCES

Demonstrable experience of being accountable for expenditures of up to £10000 from an agreed budget or income, with supervision.

To assist with budget monitoring and finance forecasting as and when required.

8. RESPONSIBILITY FOR PHYSICAL RESOURCES

The post holder will not have physical resource management responsibility.

9. WORKING CONDITIONS

The post holder will be based flexibly maintaining a presence in a corporate base but with some homework but could be asked to work elsewhere in Medway. However, site visits to customer's homes will be part of this role. The role will also involve attending meetings with resident groups and members, which may take place out of normal office hours.