

Role Profile	
Job Title	Senior Technical Officer – Care & Repair Home Improvement Services Ltd
Hours	Full Time (37.5 hours per week)
Responsible To	Property Services Manager
Responsible For	
Special Requirements	Full valid driving licence. Use of a vehicle for business purposes. This post will require a basic disclosure from the criminal records bureau level of disclosure.

Job Purpose
<ul style="list-style-type: none"> • To provide high quality technical advice, highlighting best options and solutions and providing practical assistance including surveying properties, preparing schedules of works, technical drawings and plans, costings, overseeing works from start to completion, inspecting works, and any defects resolution. • To support the Care & Repair Group to comply with all relevant Building, Construction Design Management (CDM) 2015 and Health & Safety Regulations. • To give appropriate leadership, supervision, and support to staff in the Care & Repair Group to execute their work effectively. • Work as part of the management team to ensure the service meets the aims and objectives of the business plan, implements the strategic vision, develops, and innovates.

Key Role Accountabilities
<p>Technical work</p> <ul style="list-style-type: none"> • To effectively plan workload and visits and ensure that these are completed efficiently. • To survey properties and discuss the repair, improvement, security, safety, and adaptation possibilities and agree future action with clients and their advocates. • To produce plans, specifications and schedules of work and provide information and advice on works as required. • Where required prepare drawings and specifications for repairs, adaptations and improvements and prepare and submit planning and Building Regulation applications to relevant Local Authority departments. • To provide systems for contract documentation and monitoring including plans, specifications, schedules, estimates and bills of quantities as necessary for outsourced works. • To provide relevant technical information and recommendations. • To liaise where appropriate with grant officers, community and hospital occupational therapists and other relevant professionals in the preparation of an appropriate scheme of work. • To prepare estimated costs for works using the agreed schedule of rates. • To make arrangements for works to be undertaken. • To oversee works and monitor the work of the Handypersons and Multi-Skilled Operatives on site. • To inspect and monitor building works to ensure work is of a high standard and complies with the client's instructions. • To resolve any defects identified. • Keep up to date with developments in the relevant field of work through attendance at network meetings, courses, seminars, and conferences.

Customer Focus and Service delivery

- Deliver adaptations and other practical works in line with the aims and objectives of the Care & Repair Group.
- Maximise productivity through promoting a first-time fix culture.
- To provide practical assistance to enable clients to make informed decisions before proceeding with work. To include preparing sketch drawings, schedules of work and evaluation of tenders / estimates.
- Liaison where appropriate with local authority grants officers, community occupational therapists, and other relevant professionals in the preparation of an appropriate scheme of work.
- Ensure that accurate records are kept at all times.
- Build and maintain effective working relationships with the Local Authority.
- Maximise client satisfaction by promoting innovation, creativity and problem solving.
- Monitor performance against service targets and deliverables, ensuring compliance, and reporting performance and progress to the Chief Officer, Property Services Manager, Trustees and Directors.
- Manage compliance with Construction Design Management (CDM) 2015 Regulations
- Assist the Care & Repair Group to fully meet its health and safety requirements.
- Implement policies and procedures that ensure regulatory and statutory compliance and deliver the requirements of service level agreements. To include maintaining database and performance information records.

Managing and Developing People

- Organise, manage, motivate, and support staff to provide effective, efficient, and professional services of the highest quality to all clients and customers in accordance with policies and procedures.
- Actively participate in team meetings and with individual staff members and assist in various working groups as required.
- Develop a thorough understanding of team capabilities and taking appropriate steps to ensure continuous improvement.
- Work to identify and address your own learning and development needs.
- Undertake systematic checks to promote probity of all involved parties.
- Promote good communication through effective team meetings, individual dialogue, and appropriate support.
- To foster a culture of problem solving within the services and ensure that a solution focused approach is adopted through taking personal responsibility.

Performance Management

- Ensure that detailed, systematic records are kept of all work referrals on the relevant IT database.
- Monitor and evaluate service quality and delivery and ensure performance targets are met and that services are continuously improved.
- Prepare service performance reports and statistical information and effectively communicate those to relevant audiences, including trustees and directors of the Care & Repair Group and other stakeholders.
- Demonstrate a pro-active commitment to equal opportunities and diversity and promote best practice in all areas of service delivery.

Health & Safety

- Support the Care & Repair Group in all aspects of Health & Safety within both organisations and within the Health & Safety legislation framework.
- Manage compliance with all aspects of Health & Safety in the working environment.
- Manage compliance with Construction Design Management (CDM) 2015 Regulations.

- Support both organisations in the Care & Repair Group to obtain and renew their Safety Schemes in Procurement (SSIP) accreditation
- Carry out the Health & Safety planning supervisor role and have responsibility for preparation and delivery of the Health & Safety Plan.
- Deliver toolbox talks to relevant staff in the Care & Repair Group.
- To ensure health and safety standards are maintained and complete regular risk assessments in relation to premises and equipment as well as working practices.
- Ensure all accidents, incidents and near misses are recorded.

Partnership Working

- Establish and maintain effective professional relationships with representatives of appropriate statutory bodies, voluntary organisations, and local groups, representing the business at meetings where required.
- Develop and promote opportunities for joint working with key strategic partners as well as other organisations and groups.

Key Organisational Accountabilities

Organisational

- Promote public awareness of the work of the Care & Repair Group.
- Ensure that all work is conducted to the highest professional standards and complies with Care & Repair Group Policies and Procedures.
- To be familiar with and work in accordance with the Care & Repair Group's values.
- Prepare for and participate in supervision, appraisals, and team reviews.
- Participate in relevant training and opportunities to increase and develop knowledge.

Safeguarding

- Ensure that any safeguarding matters are dealt with in accordance with the Care & Repair Group's Safeguarding Policies and Procedures.

Diversity and Equality

- To undertake all duties in accordance with organisational strategy, legislation, and best practice in relation to Diversity and Equality.
- To proactively ensure Care & Repair Group activities are carried out in accordance with organisational strategy, legislation, and best practice in terms of Diversity and Equality.

General Health and Safety

- To work effectively with management and other staff to ensure compliance with all Health and Safety Policies and Procedures and the delivery of objectives.
- To ensure health and safety standards are maintained and complete regular risk assessments in relation to premises and equipment as well as working practices.
- Ensure all accidents and near misses are recorded.
- To work at all times in a safe and efficient manner and be aware of all Health and Safety Policies and Procedures.

General Duties

- Adopt a flexible approach to fulfilling the job description and person specification which may involve work outside of core hours.
- To be familiar with and work in accordance with all Care & Repair Group Policies and Procedures and legal and regulatory requirements
- To continue to develop knowledge and practice by actively participating in learning opportunities through team meetings, regular supervision, appraisals, and appropriate training in line with organisational policy and procedure.

- To maintain clear and up to date records, preparing reports and correspondence as appropriate in accordance with Care & Repair Group Policies and Procedures as required for national, local and / or contractual requirements in respect of service user confidentiality and ensuring compliance with the Data Protection Act 2018.
- To operate and comply with the provisions of the General Data Protection Regulations 2018.
- Ensure the maintenance of accurate recording systems utilising the Care & Repair Group IT systems and ensuring that database monitoring requirements are met.
- Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
- Work within Care & Repair Group Codes of Practice
- Maintain confidentiality in relation to clients, employees, volunteers, and projects.
- To undertake any other reasonable tasks or duties as required by the trustees, the Chief Officer, your Line Manager, and / or members of the Management Team.

This job description is indicative of the range of current duties and responsibilities of the post, it is not comprehensive. It is inevitable that the duties will change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility, so that changing needs and circumstances can be met, all changes will be discussed fully.

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

Name:			
Job Holder's Signature:		Date:	
Manager's Signature:		Date:	

You will be able to demonstrate the following key knowledge, skills, behaviours, and experience:

Person Specification
<p>ESSENTIAL</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Minimum HNC in building related subject or equivalent relevant qualification(s) • Site Management Safety Training Scheme (SMSTS) and / or National Examination Board in Occupational Safety and Health (NEBOSH) qualified or a commitment to achieving <p>Experience</p> <ul style="list-style-type: none"> • Proven experience of building productive client and customer relationships and working to targets • Strong project management experience, preferably within a building / housing refurbishment and / or adaptations context • Experience of managing and procuring building contracts and contract cost control • Experience with managing and supervising and instructing operatives during both the pre-contract and construction phase of a contract • Experience working with other building professionals such as local Planning Officers, Building Control Surveyors, Structural Engineers, etc • Developing, implementing, and monitoring performance indicators and quality standards, taking prompt and professional action, as necessary, to remedy issues identified • Developing, implementing, and monitoring customer focused policies and procedures

Knowledge

- Understanding of the construction industry and contract administration, including knowledge of the legal framework for building contracts and the ability to prepare, procure and supervise individual contracts

Skills

- A self-motivator, accepting responsibility for setting and reviewing priorities for achieving targets within deadline, with a clear focus on quality
- Adopts a flexible approach to work, with the ability to meet changing needs and priorities, and 'muck in' when needed
- Good IT skills, proficient in the use of Word and Excel (or equivalent), including ability to accurately undertake own correspondence and write reports
- Excellent verbal communication skills, able to communicate effectively with a wide range of people, including professionals, builders and older and vulnerable people and their representatives
- Strong commitment to partnership working with a range of other professionals and agencies with the confidence to formally articulate and present whilst representing the organisation
- Ability to anticipate problems, appraise risks, consider overall implications, and make effective decisions
- Ability to manage change
- Ability to deal with potential conflicts of interest and sensitive information
- Ability to recognise and adhere to professional boundaries
- Demonstrable understanding of and commitment to equality of opportunity
- A current driving licence, use of a car for business purposes

Other

- Willingness to learn and undertake training as required
- Commitment to the mission statement, values and to the specific charitable objectives and ethics of the Care & Repair Group
- Empathy with the aims, goals and values of the Care & Repair movement and a commitment to support delivery to meet these
- Able to work flexible hours to meet business needs

DESIRABLE

- Demonstrable people management and development experience, including supervision, appraisal, and performance management of a technical team of surveyors and / or tradespersons.
- Ability to lead and manage staff, undertaking one-to-one supervision and performance appraisals; tackling difficult staffing issues when required
- Experience of delivering programmes working within a regulated environment or reporting to a statutory or charitable funder
- Working with older or vulnerable people
- Ability to communicate in Welsh