



ROLE PROFILE

Role Title:	Project Support Officer - Asset Strategy & Investment
Service:	Housing, Property Services, Asset Strategy & Investment
Directorate:	Transformation, Housing & Resources
Accountable to:	Project Support Manager Asset Strategy & Investment
Grade:	Scale 6
Car Category:	Essential
Work Style:	Mobile Office Based Worker

Purpose of role

- To provide project support during planning, programming and delivery of proposed and ongoing projects.
- To be responsible for setting standards for projects development and project monitoring.
- To lead for the Asset Strategy and Investment Team in all aspects of customer service and engagement on construction related projects.
- To liaise closely with customers in their homes, to discuss their specific circumstances and create household profiles to assist the delivery of planned / cyclical maintenance programmes with the minimum of disruption.
- To work closely with external/ internal partners in identifying solutions where residents have non-standard installation requirements/ difficulties.
- To be the main point of contact for customers who are experiencing difficulties with the implementation of planned maintenance / cyclical works to their homes and assist in any other customer related issue for Property Services.
- To assist the Property Services Team in encouraging and developing customer participation in all aspects of scheme design and delivery.

Key Objectives





1	To lead the programme support function in the provision of a high quality customer interface, ensuring all correspondence (including S20 and Party Wall notices) to customers, contractors, suppliers and support agencies are produced as required.
2	Use recognised project management programmes/techniques to ensure that projects can be tracked, milestones identified and full project plans produced.
3	At the project initiation stage, arrange project set-up on financial systems, internal records, filling locations and communicate to the relevant teams.
4	To be the lead contact for customers having construction related works delivered to their homes. To investigate and if possible, resolve 1st stage complaints by customers in connection with the works. If unable to resolve initially then ensure that the relevant service managers are fully briefed on cases that will require their input to resolve, ensuring that key performance targets relating to complaints are met.
5	To liaise with customers throughout the life of the project to ensure that customers are fully aware of the scope of works, estimated timescales, the responsibilities of both customers and contractors, details of the appointed contractor and to also include identifying completed properties for inclusion in customer satisfaction surveys.
6	To organise and manage dates and all documentation for progress/contract meetings related to planned/cyclical maintenance programmes, as and when required, to produce/record customer intelligence details that facilitate the delivery of successful projects. Note that on occasion some meetings may require attendance in the evening and at weekends.
7	To work closely with the appointed contractors' Resident Liaison Officers to ensure that contractors work diligently towards meeting the requirements of the Contractors Code of Conduct when working in and around customers' homes.
8	Collate and analyse customer survey data to identify trends and themes to provide intelligence to be shared across the Directorate to consistently improve the customer experience, in addition to using this data to benchmark the service against peer organisations in the sector.
9	To promote and fully understand the Council's policies on diversity, equal opportunities, the contractors code of conduct, property standard and any other relevant policies dictated by the activity being undertaken.



10	Lead for Asset Strategy & Investment Team on collaborative working with other key teams in the Council to ensure customers receive 'a co-ordinated information service' that delivers key messages that directly inform/support customers and/or sign-posted them to receive the appropriate information/support through external partner agencies.
11	To assist in implementing the Council's digital strategy through engagement with customers about their digital skills and promoting the housing app and other online Council services to continuously encourage customers to a self-service environment.
12	Co-ordinate and maintain standard internal IT systems and procedures in line with agreed operating guidelines. Ensure that all resident flags and notes are maintained, shared and followed prior to conducting any visits.
13	Liaise and consult with Elected Members, tenants, leaseholders, and internal / external partners, regarding Housing construction related projects, with specific emphasis on customer service and engagement, providing confidence in and satisfaction with the Property Services, Investment Team.
14	Duty to keep up with building knowledge and terms.
15	To liaise with tenants and contractors to resolve defects as part of the Deflect Liability period.
16	To liaise with tenants and contractors to resolve defects as part of the Defect Liability period.
17	To assist the Project Support Manager in the training, induction and support of new employees and apprentices within the department.
18	To act as a professional witness on behalf of the Council in legal proceedings relating to the enforcement of the tenancy agreement and/or ensuring the safety and security of residents, staff and contractors



Scope

The post holder will lead for the Property Services, Asset Strategy and Investment Team in all aspects of customer service and engagement on construction related projects. They will work closely with customers, internal and external partners and others to assist the delivery of planned/cyclical maintenance programmes with the minimum of disruption. In doing so, they will assist the Property Services Asset Strategy and Investment Team to work collaboratively across the whole organisation and with Elected Members, all levels of staff and with external partners and other organisations.

Work Profile

1. Strategy

To have a supporting role in the service plan for the Property Services, Asset Strategy and Investment team. Their role will contribute to the achievement of the Council's Corporate Plan.

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

2. Performance

The post holder will support the Project Support Manager in ensuring that the highest standards are achieved and maintained in engaging with customers and ensuring that their voices are heard. They will take a supporting role in the delivery of key objectives, priorities and targets associated with continuous improvement and in developing a more evidence/intelligence-led approach. They will help to monitor and communicate performance against a series of key performance measures, developing new indicators and targets as needed.

They will recognise, communicate and mitigate any risks to the delivery of high-performance standards.

3. Service Quality

The post holder will have a leading support role in ensuring that the Council's image and reputation for excellent service and value is both maintained and improved.





The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

4. Resource Management

The post holder has no direct line management responsibility nor any budgetary responsibilities.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individual in order to undertake their role including laptop, computers and databases.

5. Supervision and Management

The post holder has no direct line management responsibility but will aid with the induction, training and support of new employees to the Property Services Asset Strategy and Investment Team including apprentices.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will closely liaise with other services, Elected Members and the general public as appropriate to the role, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will assist in implementing the Council's digital strategy through engagement with customers about their digital skills, and promoting the housing app and other online Council services to continuously encourage customers to a self-service environment

They will provide progress reports at agreed intervals, to the Investment Manager as appropriate, detailing progress made, any risks identified and possible next steps.





8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with their immediate team, Service Managers and their teams, Elected Members, members of the public, contractors and partner agencies.

Less regularly, they will be in contact with Corporate Directors, the Chief Operating Officer and Human Resources.

The post holder will be required to assist customers where defined procedures are not necessarily available and will be required to take action and provide assistance to meet customer needs.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

10. Risk Management

The post holder will be responsible for clearly identifying risks relating to standards of customer service and where possible or reasonable, to provide recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.

11. Working conditions

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Work Context

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post. The post holder will be required to meet various





deadlines that can change due to evolving circumstances to meet potentially vulnerable customer needs.

The post holder will be required to work on site dealing with potentially difficult situations, including visiting customers' homes.

13. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

14. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the customer experience.

15. Core Tasks

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

16. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

17. Legislation

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

18. Training & Development

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.





19. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

20. Creativity

The post holder will be required to contribute ideas relating to the tasks that they undertake, to their line manager for consideration with the aim of achieving continuous improvement, therefore creativity is a feature of the role.

21. Decisions and Consequences

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

To ensure that council meets individual customer's varying needs, the post holder will have a degree of discretion of identifying courses of action within general guidelines. Decisions made by the post holder will therefore have a material effect of our customers.

22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for off-site visits and office-based work.

23. Environmental Improvement

The Council is committed to improving the environment, including climate change, both within the council through its delivery of services and management of sites and in the borough through its influence. We expect all employees to understand and enact positive environmental change within their role.





PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Educated to GCSE [Grade B or above or equivalent] in English and Mathematics (or equivalent qualification) or equivalent relevant experience.	X		A
	Hold a clean full driving licence	X		
	Have at least 2 years' experience in working in a customer focused environment	X		A, I
	Experience working in a Project Support Officer, Tenant Liaison Officer or similar role		X	A, I
	Working knowledge of Housing Teams		X	A, I
	Experience of working within a performance focused team		X	A, I
	Good practical knowledge of Building terms in construction		X	A, I
	Experience of using MS Office applications including Word	X		A, I, T
Planning and organising work	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I, T





	Able to work effectively and accurately under pressure to tight deadlines during key periods.	X		A, I, T
Planning capacity and resources	Able to work flexibly including working outside normal hours at busy periods	X		A, I
Influencing and interpersonal skills	Good standard of communication skills including written and spoken	X		A, I
	Developed interpersonal and organisational skills	X		A, I
	Ability to communicate effectively with customers, clients and contractors.	X		A, I
PROBLEM-SOLVING Using initiative to overcome problems	Creativity and committed to providing high quality services	X		A, I
	Ability identify and assist in the implementation of solutions to issues and be a champion of change.	X		A, I
	Ability to analyse, measure and collate disparate information and feedback to monitor, develop and improve services.	X		A, I
	Ability to use customer feedback to drive improvement.	X		A, I
	Innovative, proactive and committed to providing high quality services.	X		A, I
	Ability to investigate complaints and organise remedial action when office based or on site.	X		A, I
Managing risk	Able to identify, report and mitigate any risks encountered during the execution of the role.	X		A, I
		X		A, I





	Maintaining Health & Safety on site.			
Managing change	Able to handle change with a resilient and positive attitude	X		A, I
ACCOUNTABILITY and RESPONSIBILITY	Able to work well with minimal supervision.	X		A, I
Undertakes tasks without supervision	Undertakes tasks without supervision.	X		A, I
	Officer training and support to Apprentices.	X		A, I
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	Willingness to be flexible in hours worked if required	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together;
- We do what we say we will do when we say we will do it

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

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Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

