



ROLE PROFILE

Role Title: Housing Adaptations Technical Officer

Service: Housing, Housing Operations, Property Services

Directorate: Transformation, Housing and Resources

Accountable to: Senior Housing Adaptations Technical Officer

Work Style: Flexible Office Based Worker

Grade: SO1

Car Category: Essential

Purpose of role

- To provide technical and administrative support to the Housing Adaptations Team.

Key Objectives

1	To provide technical and administrative support to the Housing Adaptations Team operating the Housing Grant Policy and Grant Agency Service
2	To act as Grant Agency Officer in processing grant applications and providing advice to grant applicants under the Council's Grant Agency Service, in accordance with Council policy and Guidelines including: <ul style="list-style-type: none">• Contacting clients and advising them on policy, procedures and proposed works;• Preparing schedules of work and specifications;• Ensuring the completion and return of all necessary forms in connection with the grant application or Council Scheme;• Drawing or arranging the drawing of plans and obtaining Building Regulation and Planning Approval;• Obtaining builders estimates and calculating the reasonable cost of works;• Supervision of works in progress and monitoring of contractors performance and quality of work;



	<ul style="list-style-type: none"> • Carrying out inspections for the purpose of interim and final payments.
	To act as a Trusted Assessor in carrying out robust risk assessments of an individual's ability to perform certain tasks, manage independently in their environment and to assess their need for equipment and major adaptations including assessing for stairlifts, level access showers and ramps.
3	To undertake property surveys as required.
4	To carry out inspections in connection with standards for Home Repair Assistance Grants.
5	To produce written reports and specifications in connection with the above duties as appropriate.
6	To keep records as required.
7	To liaise with other Council departments and outside bodies as necessary.
8	To assist in the completion of statistical returns as required by the Government and other bodies.
9	To work outside normal office hours if required.



Scope

The post holder will work directly with members of the public and ensure that all of the Council's duties to clients are fulfilled in relation to housing adaptations and grants. In doing so, they will work collaboratively across the whole organisation and with Elected Members, all levels of staff and with external partners, landlords and other organisations.

Work Profile

1. Strategy

To assist in the implementation and administration of new initiatives and working practices as outlined in relevant policies. To have a supporting role in the service plan for the Housing Adaptations Team. Their role will contribute to the achievement of the Council's Corporate Plan.

2. Performance

The post holder will support the Compliance Manager in ensuring that set standards are achieved and maintained in line with the requirements of relevant legislation and guidance. They be responsible for the delivery of their own objectives, priorities and targets including those associated with continuous improvement and in developing a more evidence/ intelligence-led approach.

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

3. Service Quality

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

They will contribute to the development and monitoring of appropriate service performance indicators.

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.

5. Supervision and Management

The post holder has no direct line management responsibility.

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 provide progress reports at agreed intervals, to the Compliance 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, landlords and partner agencies.

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



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. 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.

13. 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.

14. 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.

15. 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.

16. 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

17. 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.

18. I.T.

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

19. Creativity

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.

20. Decisions and Consequences

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

21. 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.

22. Physical Demands

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



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	Minimum of 4 GCSE's at Grade C or above (or equivalent) including Maths and English		X	A
	Appropriate academic, professional or technical qualifications in surveying, building or construction (e.g. degree in surveying, RICS membership, Chartered Institute of Building Membership, BTEC, HNC Building Studies or BTEC HNC in Environmental Health or an equivalent qualification)	X		A
	Trusted Assessor Level 4		X	A
	Experience of inspecting houses for disrepair, preparing schedules of work, supervising building work on site and ensuring that pre-set performance standards are achieved	X		A, I
	Experience in general building surveying and pricing building work	X		A, I
	Experience in the processing of house renovation grants		X	A, I
	Experience in surveying and assessing houses in accordance with national energy rating schemes			X



	<p>Minimum of 3 years' experience in the building industry or Local Authority building or grants department</p> <p>To have an understanding of Data Protection legislation with respect of client confidentiality</p> <p>Knowledge and experience of tendering and contract administration</p> <p>Demonstrate a commitment to maintaining an up to date knowledge of the Housing Act 2004, Housing Grants Construction & Regeneration Act 1996 and associated legislation</p> <p>Competent keyboard and IT skills</p>		X	A, I A, I A, I A, I A, I
Planning and organising work	Excellent organisational skills, and an ability to manage casework, prioritise workloads and work to deadline	X		A, I, T
Planning capacity and resources	Able to work flexibly including working outside normal hours at busy periods	X		I
Influencing and interpersonal skills	<p>Must be capable of communicating effectively both orally and in writing including the ability to write reports</p> <p>Ability to liaise and negotiate effectively with colleagues, landlords and other agencies</p>	X X		A, I A, I
PROBLEM-SOLVING	Creativity and committed to providing high quality services	X		A, I
Using initiative to overcome problems	Ability to identify and assist in the implementation of solutions to issues and be a champion of change.	X		A, I



Managing risk	Able to identify, report and mitigate any risks encountered during the execution of the role	X		A, I
Managing change	Able to handle change with a resilient and positive attitude Experience of introducing new initiatives	X		A, I
ACCOUNTABILITY and RESPONSIBILITY	Able to work well with minimal supervision	X		A, I
Undertakes tasks without supervision	Ability and commitment to work as part of a team	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)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A, I
	Willing to continually undertake training in house and externally, and advise and support others	X		A, I
	Must be committed to the provision of quality services	X		A, I
	Ability to deal with members of the public with tact and discretion	X		A, I
	Current UK driving license plus the use of a car for business use	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

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