

Role Profile

Post Title:	Scoping Officer (Housing Repairs)
Grade:	8
Date Created:	23rd July 2026

ROLE DEFINITION

To contribute to the provision of a comprehensive range of property maintenance and inspection services across the Council's housing and non-housing properties.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Identify, prepare and issue timely programmes in a phased approach for specialist, capital, cynical aids and adaptations and planned maintenance works in line with budgets spend.
- Identify repair/defect orders and process through the computerised repairs management system using a pre-determined schedule of rates.
- Carry out pre/post inspections and quality checks.
- Enter, retrieve and update information using a range of computerised or manual systems maintaining confidentiality and sensitivity where appropriate.
- Determine Schedule of Rate work content, providing work specifications, onsite measurements, materials content, access equipment requirements, duration, timing constraints and property access needs for all works to enable jobs to be completed Right First Time.
- Assess and identify needs and requirements for subcontractor utilisation.



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- Ensure compliance of current Health and Safety legislation prior to raising works eg. Asbestos, Working at Height regulations, Construction Design and Management Regulations.
- Complete variations procedures for client/agent agreements for final accounts.
- Inform senior officers on matters of dispute, accounts exceeding commitment and other contractual issues arising from contractor's operations.
- Provide support, advice and guidance to clients/customers and other services on property related technical matters.



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ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• CMI – HNC in Construction or Management or equivalent (or working towards and achievable within prescribed timescales) • Building Trade qualification (SVQ Level 3 or equivalent) (or working towards and achievable within prescribed timescales)	• CSCS Construction Site Management SVQ Level 3, or equivalent	• Application Form • Interview
Experience	• Managing workload to tight timescales • Use of IT systems and packages • Measured term contracts • Estimating • Working with and dealing with contractors	• Uniclass Classic • Lagan CRM system • Microsoft Office • Working in a commercial environment	• Application Form • References • Interview
Specialist Knowledge	• Knowledge of Building Industry quality standards • Awareness of JCT Conditions of Contract	• Awareness of Standard Methods of Measurement	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)



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Skills and Abilities	• Written and verbal communication skills • Organisational skills • Work to tight timescales and deadlines • Plan, organise and prioritise own workload • Communicate effectively at all levels	•	• Application Form • References • Interview
Other	• Current driving licence	• Willing to work evenings and weekends as required	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.



OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind

