

JOB DESCRIPTION- NEIGHBOURHOOD SERVICES

IDENTIFICATION

Post Title:	Project Officer	Post Ref:	
Section:	Housing Asset Management Unit	Grade:	9
Responsible to:	Team Leader Repairs & Maintenance		
Responsible for:	Assistant Project Officers Clerical Officers		

JOB PURPOSE

Inspect and survey properties and develop, implement, and supervise reactive maintenance projects to improve and maintain the housing stock, ensuring optimum contribution of other Services, Agencies and Contractors.

Ensure compliance with regulatory requirements for Gas and Electrical Safety works

PRINCIPAL WORKING CONTACTS

Team Leader Repairs & Maintenance.
Executive Director of Neighbourhood Services, Head of Service, Senior Managers, and other Officers of Services within the Council
District Housing Managers and their staff
Partnership Agencies, Utilities and Contractor organisations
Elected Members, MPs and MSPs.
Tenant and Community Groups and individual tenants.
Ex-Council property owners in mixed-tenure blocks.
DCC Design & Property, Construction Services, and other contractors

MAIN DUTIES

Develop, implement, and supervise the Council's repairs and maintenance work to improve and maintain the housing stock, ensuring optimum contribution of other Services, Agencies and Contractors, endeavoring to meet tenants' expectations.

Prepare, after appropriate consultation with other officers in the Housing & Communities Service, other officers in the City Council, and the public, design briefs for improvement and repair projects, building condition works and special projects. Subsequently ensure that the project when completed meets the Housing Service requirements.

Inspect, survey, and instruct repair and maintenance requests timeously in line with Council targets. Compile and instruct technical Building Condition Surveys. Investigate issues related to the repairs and maintenance service in partnership with contractors, customer services staff, housing officers and other agents to deliver a responsive and proactive customer focused repair service which provides value for money.

Investigate complaints of condensation and dampness and provide lifestyle advice to tenants. Order repairs as required and recommend solutions. Diagnose building fabric defects and inspect remedial works on completion. Liaise with specialist contractors.

Inspect and organise work for major repairs such as fire, flood, and insurance claims.

Carry out pre and post inspections and job checking in accordance with performance targets. Assess rechargeable repairs/deal with indemnity claims issues, liaise with other relevant colleagues re progressing within timescales.

Liaise with Construction Services and other contractors to ensure a customer-focused service and advocate on the tenants' behalf, where necessary.

Develop and present policies, procedures and repair and improvement capital project proposals to the public and potential users to respond to customer demands within the housing field. This will include corporate objectives such as energy efficiency, community safety, environmental issues, and fairness.

Participate in Local Community Planning Partnerships as appropriate.

Contribute to the preparation of revenue, planned maintenance and capital budgets relating to repairs and maintenance. Undertake and monitor repairs and maintenance projects to ensure efficiency and effectiveness.

Attend Service Task Groups as required to contribute to capital and planned maintenance programmes as they relate to estate strategies.

Liaise on significant repairs, capital, and planned maintenance projects with the public, tenants, tenants' groups, with other officers of the Housing & Communities Service, and with other Services of the City Council.

Assist in developing and implementing improvements to provide a customer focused repairs and maintenance service that provides value for money.

Analyse and assess value for money in the repairs and planned maintenance of Council properties and develop suitable cost-effective solutions. Monitor trends of disrepair and required strategies to remedy.

Monitor projected expenditure against pre-determined budgets. Provide information for monitoring of revenue, planned maintenance and capital expenditure in relation to areas of responsibility.

Monitor and evaluate contractors' performance against agreed targets and develop strategies that strive for continuous improvement. Monitor trends and report progress.

Promote energy efficiency in the Council's housing stock and contribute to the development of appropriate strategies and programmes. Ensuring energy efficiency is a priority for the repairs service.

Ensure adherence to the Council's policy that vacant houses are returned to stock as quickly as possible, where major repairs or improvements are required.

Prepare draft reports for submission on general issues of policy or any appropriate aspect of the Housing Investment Unit's activity, for consideration of the Team Leader Repairs & Maintenance and other Senior Officers or Committees of the Authority.

Assist in the production and review of the Unit Action Plan and formulate and develop proposals in relation to major responsibility areas.

Assist in the preparation and maintenance of the Housing Asset Management Unit's record system.

Maintain effective monitors of performance for all services provided by the team to achieve a standard of service consistent with Council policy and resources.

Respond or contribute to responses to enquiries from Elected Members, Members of Parliament, and Members of the Scottish Parliament

Supervise staff allocated when working in a team.

Undertake such other duties as may from time to time be required or as the Executive Director of Neighbourhood Services or Head of Housing & Construction may direct.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level necessary to fulfil the job's purpose.

PERSON SPECIFICATION

POST TITLE: Project Officer

DIVISION/DEPARTMENT/SECTION: Housing Asset Management Unit

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	HND/SVQ4 or equivalent in Construction / Building or related discipline.	Certified Surveyor of Timber & Dampness in Buildings (CSTDB) or Certified Surveyor of Dampness in Buildings (CSDB) or willingness to work towards.	Application
RELEVANT WORK/ OTHER EXPERIENCE	<p>Experience with repairs and maintenance of buildings.</p> <p>Experience of working directly with the public.</p> <p>Working knowledge of Microsoft packages including Office 365, Teams, Word, Excel.</p>	<p>Project Management experience.</p> <p>Housing/Asset Management experience.</p> <p>Knowledge of CDM2015 and health & safety practice.</p>	<p>Application</p> <p>Interview</p> <p>References</p>
PARTICULAR SKILLS/ABILITIES	<p>Good oral and written communication.</p> <p>Problem solving skills.</p> <p>Ability to plan and prioritise workloads.</p> <p>Budget monitoring experience.</p> <p>Customer care skills.</p> <p>Experience working in a team.</p> <p>Analytical skills.</p> <p>Ability to work under pressure.</p>	<p>Tenant participation.</p> <p>Customer survey development, delivery, analysis.</p> <p>Report writing skills.</p>	<p>Application</p> <p>Interview</p> <p>References</p>
PERSONAL QUALITIES	<p>Ability to work on your own initiative.</p> <p>Ability to deal with difficult customers.</p> <p>Self-motivated.</p>		<p>Application</p> <p>Interview</p> <p>References</p>

	Flexible and forward-thinking attitude.		
	Leadership skills.		
ANY ADDITIONAL JOB-RELATED REQUIREMENTS	Able to attend evening meetings. Current Driving Licence (Level 3).		Interview References