JOB DESCRIPTION – NEIGHBOURHOOD SERVICES

IDENTIFICATION

Post Title:	Assistant Project Officer	Post Ref:	
Section:	Housing Asset Management Unit	Grade:	7
Responsible to:	Housing Asset Manager, HAMU Team Leaders & Project Officers		
Responsible for:			

JOB PURPOSE

Assist tenants and owners to meet their needs and overcome problems encountered during the capital, planned maintenance, and reactive maintenance projects and contribute to the efficient running of the capital, planned maintenance, and reactive maintenance programmes.

PRINCIPAL WORKING CONTACTS

HAMU Team Leaders (Capital Programmes, Compliance, and Repairs & Maintenance) and HAMU Project Officers.
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

Duties will include any, all or a combination of the following:

Assist the smooth operation of Capital, Planned Maintenance, and Periodic Inspection workstreams by liaison with Tenants through letter, email, or face to face to arrange appointments for inspections, testing or works to be undertaken by Project Officers, Technical Officers of the Council, or Contractors.

Assist Project Officers to ensure that the Housing Asset Management system is updated with dates of Tenant contact, copies of correspondence and information on outcomes & next steps.

Ensure that documentation pertaining to Capital, Planned Maintenance, and Periodic Inspection workstreams is correctly located within the digital filing system and able to be recalled as may be required in future. Ensure that such documentation as may be required is uploaded to the Housing Asset Management system.

Assist Project Officers to calculate the financial share of Capital or Planned Maintenance Programmes due by individual owners of private properties participating in the programme.

Assist Project Officers to ensure that owners of private properties participating in Capital or Planned Maintenance Programmes, receive notification of the works at the appropriate times, estimated bills prior to the beginning of works, and finalised invoices at the end of works. Ensure information on invoices to owners is passed to the appropriate contacts in Customer Services for recovery.

Participate in Local Community Planning Partnerships as appropriate.

Assist as required in implementing improvements to provide a customer focussed repairs and maintenance service that provides value for money.

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

Assist Project Officers to monitor and evaluate Contractor's performance against agreed targets which strive for continuous improvement.

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

Contribute as required to responses to enquiries from Elected Members, Members of Parliament, and Members of the Scottish Parliament.

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 & Communities 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 that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Assistant Project Officer

DIVISION/DEPARTMENT SECTION: Housing Asset Management Unit

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	HNC/SVQ3, or equivalent in a Housing related subject or other relevant discipline		Application Qualifications
RELEVANT WORK/OTHER EXPERIENCE	Housing / Asset Management related experience Experience of working directly with the public Working knowledge of Microsoft packages, including Office 365, Teams, Word, Excel	Relevant Project Management Experience Relevant experience of Capital Programmes	Application Interview References
PARTICULAR SKILLS/ABILITIES	Good verbal and written communication skills A problem-solving mindset The ability to plan & prioritise your workload appropriately A customer-focussed attitude The ability to work as part of a team	Experience in Tenant participation	Application Interview References
PERSONAL QUALITIES	Motivated to produce a high standard of work Flexible in approach to different situations		Application Interview Reference
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Able to attend evening meetings. Current driving Licence (Level 3)		Application Interview