

Leathermarket JMB

Job Title **Technical Officer**

Grade L9 £37,491 to £40,632 (based on April 2020 figures)

Purpose of the Job

The Technical Officer is responsible for supporting the Property Services Manager in the delivery of major repair projects and related activities to deliver the organisational major works programme to high quality standards ensuring resident and stakeholder satisfaction.

The Technical Officer may manage portions of larger schemes or act as lead officer on smaller schemes and related technical property issues.

Main responsibilities

Major Works Delivery

1. Assist the Property Services Manager in undertaking the full range of project management and procurement tasks throughout the major works project lifecycle to meet programme objectives.
2. Deputise as required in the absence of the Project Services Manager on specific areas of responsibility.
3. Assist with the production of the full range of client project documentation including comprehensive consultant briefing documents to convey JMB requirements.
4. Undertake site investigative work including scoping and validation surveys and information gathering to assess property condition and need for major works, recording to justify and demonstrate the need for works.

Quality Control and Project Monitoring

5. Work effectively with building contractors and project team to deliver building works to agreed quality standards achieving resident satisfaction.
6. Implement appropriate site project monitoring processes to ensure project delivery meets set time, cost, quality and satisfaction criteria and safe delivery of works.
7. Initiate and undertake effective site quality control and site inspection regimes throughout the project life engaging with contractors and residents.

RESIDENTS ARE THE REASON WE ARE HERE

8. Ensure retrievable documentary and photographic evidence for contract compliance, recording and justifying the works undertaken including for leaseholder recharging with clear written reports including site reports conveying key information.

Communication, Liaison and Consultation

9. Liaise, integrate and effectively work with the project team and residents to ensure completion of client site pre-commencement, project delivery and project handover activities including site set up; site compound establishment; temporary services; pre-existing condition surveys and post works reinstatement activities.

10. Developing and implementing appropriate methods of consultation and communication throughout the project lifecycle ensuring all residents and stakeholders are kept fully informed and engaged throughout.

11. Work with Resident Services and other staff to resolve resident queries during project activities including resolution of leaseholder observations and queries.

12. Attending and representing the JMB at meetings and other major works and related activities, (including outside “normal” working hours) with a range of stakeholders.

Systems Database Updating

13. Undertake, assess and record stock condition and asset register information including monitoring and updating organisational records.

14. Assist with project performance monitoring to measure and record quality of outputs including resident satisfaction.

15. To monitor and update organisational systems recording data for planned, in-progress and completed major works projects and related tasks.

16. Contribute to a continuously improving environment including the revision of procedures to improve all aspects of the major works delivery and related processes.

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Person Specification

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Unless stated Desirable (D) all criteria are essential. Criteria noted under experience and knowledge will be assessed at shortlisting stage and may be discussed further in any interview.

Experience

1. Experience of delivering and monitoring major building works with residents in occupation ensuring high quality outcomes
2. Minimum 3 years' experience in diagnosing building defects
3. Experience of achieving high customer satisfaction outcomes following major works with residents in occupation.

Knowledge

1. Recognised qualification in building or other relevant qualification or demonstrable equivalent experience
2. Working knowledge of housing management and homeownership issues in relation to major works delivery **(D)**
3. Thorough knowledge of building construction and knowledge of project management processes **(D)**
4. Working knowledge of health and safety best practice
5. Working knowledge of using the popular office IT systems
6. Overview of key JCT building contract processes **(D)**

Skills and Abilities

1. Able to constructively challenge contractors to attain quality outcomes
2. Able to explore options and resolve differences and complaints between residents and the contractor
3. Level of verbal, written and numerical communication skills to clearly convey key points
4. Ability to apply requisite judgement in forming decisions
5. Able to work collaboratively with project team to deliver tasks to a high standard.

November 2020