

Leathermarket JMB

Job Description

Job Title: **Technical Officer**

Grade: L9 (£37,491 to £40,632)

Purpose of the Job

The Technical Officer is responsible for supporting the Property Services Manager in the delivery of planned major repair projects and all other team technical activities to deliver the JMB repairs and major works objectives to high quality standards.

The Technical Officer may manage portions of larger schemes or act as lead officer on smaller complex schemes and provide technical input on a range of 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 working effectively with all internal and external stakeholders to meet 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 project briefs to consultants to convey JMB requirements.
4. Work with JMB Resident Services to communicate and respond to resident queries throughout major work or other technical projects including the resolution of leaseholder queries and observations.

Quality Control and Project Monitoring

5. Directing and undertaking investigative site activity to verify organisational knowledge and establish major works project requirements.
6. Initiate and implement project monitoring systems and processes to ensure project delivery meets set time, cost, quality and satisfaction standards whilst mitigating risks and ensuring safe delivery of works.

7. Initiate and undertake effective quality control processes including site inspections with retrievable documentary and photographic capture to ensure high quality contract compliance.

8. Prepare a variety of clear and concise written reports including site inspections conveying key information for varied audiences from technical to non-technical.

Coordination, Liaison and Consultation

9. Liaise with the whole delivery team throughout a project site delivery phase including pre-commencement; condition surveys and compound set-up; contract works delivery; project handover activities and post works reinstatement.

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

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

Leaseholder Management Tasks

12. Obtain, record information including photographic evidence justifying all on-going elements of works and recording quality and proper completion.

Systems Database Updating

13. Undertake, assess and record stock condition and asset register survey information in suitable formats for organisational records and use to provide information to others.

14. Implement, manage and record project performance monitoring information to effectively measure quality of outputs including resident satisfaction.

15. Use, monitor and update organisational systems to record relevant data all major works and repair activity liaising with all stakeholders.

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

Other Duties

16. Provide technical advice about residents’ alteration and building adaptation requests.

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 schemes with residents in occupation ensuring high quality outcomes
2. Minimum 3 years' experience in diagnosing complex building defects and producing work specifications.
3. Experience in social housing client side environments dealing with repairs and major repair works.

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 **(Desirable)**
3. Working knowledge of building construction and project management processes
4. Working knowledge of health and safety best practice
5. Working knowledge of using the popular office IT systems
6. A knowledge of contract, e.g. JCT building contract processes **(Desirable)**

Skills and Abilities

1. Able to constructively challenge contractors to attain quality outcomes
2. Able to explore options and resolve differences between residents and the design team / 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 others to deliver tasks to a high standard.