

Job Description

Post title	Principal Officer – Compliance	Grade	TBC
Department	Operations	Post ref	AHE4010

Overall job purpose

Assist the Service Manager – Compliance & Planned Maintenance with the management, co-ordination, control and organisation of an efficient, effective and economic Maintenance Section.

Supervision of the Authority's Property Health and Safety Check/Service Partnership, including all statutory health and safety tests and surveys to services, including gas, solid fuel, electricity and water. Additionally will take a lead in respect of supervising and maintaining the Council's Gas Safe Registration as the Council's most qualified and senior Gas industry professional.

Reporting relationships

Reports to:	Service Manager – Compliance & Planned Maintenance
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Responsible for:	Property Health & Safety Check / Service contract and gas compliance across Housing Repairs. Technical Officers Estates Team Leader Estate Management Officer Senior Repairs Technician – Planned Maintenance Indirectly Responsible for all Planned Trade Team Technicians, Estate Officers and contractors operating on behalf of the Directorate
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Key tasks and responsibilities – post specific

Assist the Section Manager in the management of the section, providing cover to other Housing Repairs and Maintenance Sections in the absence of other Principal Officers or in periods of high demand.

Ensure the Section is resourced efficiently and effectively during normal working hours to ensure deadlines and targets are achieved whilst continuing to deliver excellent levels of customer service.

Responsible for the Council's Property Health & Safety Check/Service programme ensuring that all statutory health and safety tests and surveys to services, including gas, solid fuel, electricity, water, smoke alarms & Carbon Monoxide alarms are completed and appropriately recorded and monitored. Additionally, will have specific responsibility as the responsible officer for liaising with Gas Safe and maintaining the Council's Gas Safe registration.

Produce Statements of Case for the Council's Legal Section to submit to Court for an injunction to gain access to properties that will not allow access for the purpose of gas servicing. This will involve gathering relevant background documents and may involve attending Court.

Ensure that the Council meets all of its Statutory and Regulatory obligations inclusive of those relating to health & safety, particularly in respect of gas, solid fuel and electrical safety.
Represent the Council in relation to gas safety including the mentoring and the proffering of specialist advice. The supervision of gas qualified trade employees when required including the undertaking of competency reviews and checking of certification.
Work in conjunction with Housing Repairs Managers in order to effectively manage the Council's statutory obligations in relation to gas and electricity including Repair Technician competence and maintain the Council's NICEIC and Gas Safe (or equivalent) registrations.
Assist with the development of new procedures and processes and with their implementation. Identify weaknesses in existing procedures and processes to ensure the efficient operation of service provided.
Report any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are identified during day-to-day activities.
Monitor, update and extract data from computerised systems on the performance of the Housing Repairs and Maintenance Sections.
Provide technical and procedural advice and assistance on repair, maintenance and gas works to both technical and non-technical employees.
Attend tenants and residents meetings and present information to customers utilising a variety of methods regarding the services delivered by the Housing Operations sections.
Determine the most appropriate method for carrying out works on site including paramount consideration to Health & Safety. Produce risk assessments, method statements and provide continuity of work ensuring sufficient materials and equipment to complete the required works to a high standard.
Investigate and report on accidents at work as well as taking a lead in meeting employees regarding corrective and preventative measures.
Identify and arrange the training and development needs of employees within the Section and conduct day to day supervision of the operations undertaken within the Section.
Assist with the monitoring of budgets associated with the operations of the Section.
Accountable for the expenditure and control of a number of related budgets.
Supervise and oversee systems and procedures for programming / issuing of works orders to appropriately prioritise various work streams (including those relating to compliance) using in-house operatives and contractors. This involves ensuring that targets are met, budget allocations are not exceeded and works are completed to a high standard.
Ensure that sub-contractors and operatives within the Section have received the appropriate health & safety training commensurate with the required works activities. Ensure all employees and contractors use and wear the appropriate identification and work-wear whilst working on the Authority's behalf and ensure on-site standards are adhered to as stipulated within specific tender documents.
Organise and ensure appropriate systems and procedures are in place for the inspection of repair and maintenance requests and diagnose the remedial work required and materials needed.
Complete any required written or electronic documentation and records including time monitoring to enable the accurate calculation of costs, salary and property information.
Visit tenants complaining or dissatisfied with the Service and work proactively to try and pre-empt potential problems, endeavouring to deliver an excellent service at all times.
Write letters and memorandum relating to Housing Repairs and Maintenance issues.

Contribute to effective management systems and the production and review of Council Policy, Procedures and working practices, suggesting improvements where possible.
Supervise employees within the Section, providing guidance, instruction, motivation and discipline.
Preparation of technical specifications and tenders including any associated specialist reports with such processes, supervise contracts and contractors on a day-to-day basis, the performance of the Section and continually monitor the progress of the Sections projects and workload.
Attend / Chair Contractor pre-contract and progress meetings to discuss operational performance and compliance with stipulations within tender documents. This includes the provision of reports to the Section Manager in respect of communication, interaction and performance of such arrangements and agreements.
Inspect completed jobs to check for quality, quantity, accuracy of claims / valuations and customer satisfaction. Check and authorise time sheets, job tickets, certification and contractor submissions, ensuring work content and claims are accurate.
Investigate and gather appropriate information to initiate the recharging procedure for costs which are not the repair responsibility of the Company, produce appropriate reports and witness statements, provide written estimates to insurance companies in relation to any incident arising from a claim following damage to property owned by the Council and attend Court as required.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.
Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Work effectively with all departments of the Council to ensure the delivery of quality services.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date: