

Job Description

Post title	Contract Liaison Officer	Grade	F
Department	Operations	Post ref	

Overall job purpose

The supervision of major refurbishment and building works contracts and programmes, including implementing and co-ordinating on-site quality control procedures and ensuring that appointed contractors and partners adhere to contractual requirements and standards. The completion of stock condition surveys to properties and assets managed by the Council. To assist in the production and preparation of quotations and tender documents.

Reporting relationships

Reports to: Team Leader – Contract Liaison

Responsible for: N/A

Key tasks and responsibilities – post specific

Implement and co-ordinate on-site quality control procedures with appointed subcontractors and partners before, during and after refurbishment and major works programmes, including the supervision and monitoring of building related contracts, contractors and partners on a day-to-day basis, predominantly related to refurbishment/improvement works to the Council's housing stock, but including all the Council's built assets, ensuring that appointed contractors and partners adhere to contractual requirements to ensure that performance targets are met, budget allocations are not exceeded, and the work is completed to programme and to a high standard, and tenants/customers are left very satisfied. Provide guidance and supervision as appropriate.

Responsible for inspecting completed works to check for quality, quantity, accuracy of claims/valuations and customer satisfaction, including the completion, administration and collation of all relevant forms, paperwork etc. (electronic and hard copy) associated with the supervision of works carried out by contractors and partners, including 'handover' documentation, key dates recording, defect lists, variations, installation certification etc..

Ensure contractors and partners adhere to the contractual requirements in relation to Health and Safety, commensurate with the required work activities, wear the appropriate identification and personal protective equipment etc.

Allocation of work to subcontractors and partners as and when required and all documentation has been approved by the Council's Corporate Health & Safety section prior to any works commencing on site.

Liaise with other Sections/departments within the Council, relevant third parties and key stakeholders in order to deliver works effectively.

Responsible for attending/holding 'on site' progress meetings, tenants meetings, and the provision of site progress reports to the Team Leader - Contract Liaison.

Responsible for advising tenants/customers on all aspects of the proposed refurbishment and major works (including, progress, timing, quality) and assisting with any enquiries associated with the works carried out and building components replaced/installed.

Visit tenants/customers to resolve any issues associated with the works and generally pre-empt potential problems, endeavouring to deliver an excellent service at all times, working closely with the Council's Tenant Liaison Officer, contractors and relevant third parties.
Carry out full stock condition and site surveys, reporting on the age, condition and type of materials installed for all standard building components, including reporting any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability issues, or potential recharges that are identified during such surveys or day to day activities.
Assist in the preparation of tender quotation documentation, in conjunction with the Quantity Surveying resource.
Provide technical advice and assistance on housing maintenance to non-technical company employees or other outside agencies.
The Job Description is not an exhaustive definition of the duties or conditions of service attached to this post but it is an indication of the main duties and conditions relevant at this time. The post-holder will be expected to perform such other duties and engage in such other relevant activities as may from time to time be 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.

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:	
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