

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	HIA Assistant Technical Officer	<b>Grade:</b>	GG8	<b>Job Code:</b>	LCC456
<b>Service/Team:</b>	Housing Services/ Home Improvement Agency	<b>Role Type:</b>	HYBRID	<b>Reports to:</b>	HIA Adaptations Manager
<b>Line Manages:</b>	n/a				

### Job Overview

#### Overview

Based within the Home Improvement Agency the HIA Assistant Technical Officer provides a valuable service to older and disabled vulnerable residents throughout the Lancaster district. The aim is to assist residents to remain independent, safe and secure in their own homes, by finding ways to adapt, repair or maintain homes. The Assistant Technical Officer will provide technical services and support the Technical Officers to deliver Home Improvement Agency type services to older and disabled people, including the delivery of the Disabled Facilities Grant programme.

### Direct Responsibilities

- To deliver Home Improvement Agency type services to assist vulnerable residents within the Lancaster district to improve, repair, adapt and maintain their homes.
- Work as part of a busy team to work in close co-operation with other members of the Council's Home Improvement Agency to ensure that the needs of clients are properly identified and that clients receive a response which satisfies them.
- Implement proactive initiatives designed to encourage and enable households to maintain and/or improve their properties to a decent standard. Undertake surveys and inspections of residential properties as required, together with the preparation of reports detailing property conditions, defects and repair schedules and home maintenance advice. Determine accurate costing's and provide contractors with all information necessary to carry out works.
- Deliver a first class disabled adaptations service for vulnerable households, working alongside key partner organisations delivering Disabled Facilities Grants to assist households adapt their homes to meet their needs.
- Interpret requirements of Health Professionals to determine appropriate adaptation and liaise with Health Professional and undertake joint visits to advise on most appropriate type of adaptation.
- Process grants in accordance with statutory legislation. Determine eligibility of work in compliance with legislation. Supervise and implement grants applications, including determination of necessary works, preparation of schedules, tender documents/drawings, approval of costs, obtain statutory approvals, supervision of ongoing works and certification of payments.
- Provide technical advice/assistance to owner occupiers, other service groups and external organisations on housing related matters.
- Initiate appropriate action to meet the client's needs including making positive referrals to other statutory and voluntary agencies and to work in close cooperation with other team members to ensure the best possible service for clients.

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- Ensure all work is carried out in a safe manner and that national and organisational Health and Safety policies are adhered to including risk assessments, method statements and safe working practises.
- Deliver initiatives designed to reduce fuel poverty and promote energy saving measures in domestic dwellings, including giving appropriate advice and assistance.
- To work in close cooperation with other team members to ensure the best possible service for clients.

### **Primary Measurable Objectives**

- To provides technical services supporting the Technical Officers to deliver Home Improvement Agency type initiatives to older and disabled people including the hospital discharge service.
- To assist the Technical Officers to deliver a first class disabled adaptations service for vulnerable households. Processing grant applications in accordance with statutory legislation.
- To provide a high quality, customer focussed technical assistance service to help vulnerable residents repair and adapt homes to meet their needs.
- To ensure works are satisfactorily completed to budget and within agreed timescales
- The post holder will visit vulnerable residents within their own homes to enable residents to live independently within their own homes.

### **Staff Management Responsibilities**

None

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
<b>Specialised Qualifications &amp; Training</b>	<p>GCSEs (or equivalent) including English Language &amp; Maths</p> <p>Possess a BTech Higher National Diploma in building related studies, or equivalent experience.</p>	<p>Experience using AutoCAD LT or similar CAD software.</p> <p>Health &amp; Hazards Rating system and Decent Homes standards.</p> <p>Proficient in 'Tenders Online', Online tender procurement system. (training to be provided)</p>	App Form, Interview, Certificate
<b>Experience</b>	<p>Experience supervising building works in residential properties.</p> <p>Experience surveying residential properties.</p> <p>Ability to identify repairs/maintenance works and to find solutions.</p>	<p>Proven track record of managing building works.</p> <p>Experience delivering services for vulnerable clients within a Home Improvement Agency.</p>	App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	<p>Excellent IT skills, including the use of Microsoft Office.</p> <p>Knowledge of building construction and maintenance techniques and practices.</p> <p>Ability to determine building defects to diagnose and design schemes of repair and improvement.</p> <p>High level of accuracy and attention to detail in the performance of duties</p> <p>Meet high standards for customer service at all times</p>	<p>Experience of Civica 'Flare' or similar data management system.</p> <p>Extensive knowledge of building maintenance and construction techniques.</p> <p>Appreciation of the regulatory controls applicable to building works and demonstration of the capability to work to both national and locally determined standards and regulations</p> <p>Knowledge and awareness of all aspects of health and safety and CDM Regulations.</p> <p>An understanding of the needs of older and disabled people</p>	App Form, Interview

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<b>Personal Attributes</b> Including Interpersonal & Communication Skills	<p>Excellent verbal and written communication skills</p> <p>Excellent organisational skills.</p> <p>Ability to work on own initiative with minimum supervision and able to meet deadlines.</p> <p>Adaptability and willingness to learn.</p> <p>Ability to relate to and empathise with vulnerable groups.</p>		App Form, Interview
<b>Special Requirements/Other</b>	<p>Have a sensitive and discrete approach to confidential information to enable management of sensitive and confidential information relating to vulnerable clients.</p> <p>The post is public facing. The post holder must have the ability to communicate politely and effectively with clients and partners in a clear and informative manner.</p> <p>Full UK driving licence</p> <p>The successful candidate for this role will be subject to clearance with the Disclosure and Barring Service.</p>		App Form, Interview

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### Additional information

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation, and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	