

JOB PROFILE**Job Details**

Job Title	Clerk of Works/Building Inspector	Service Area	Housing & Property Services
Based	RSHA Offices	Report to	Director of Housing & Property Services
Grade	EVH Grade 7 (PA 22-25) Full time fixed 3-year contract	Date Completed	December 2020

Job Summary

The primary focus of the role will be to deliver, excellent service to customers, staff and stakeholders as part of the Housing & Property Services team. Support the Director of Housing and Property Services in the implementation of the Asset Management and Reactive Repairs Service, the Newbuild Development Programme, liaising with tenants and external contractors and other stakeholders to provide excellent customer services and to protect the Association's assets. You will directly contribute and have a key role in ensuring the service development activities are of the highest quality and enhance the experience for the Association's customers. You will possess current knowledge of building regulations and Health & Safety compliance. You will deliver excellent onsite inspections and technical support for colleagues within our team.

Behaviours & Competencies**Our Organisational Competencies**

- Delighting our customers
- Achieving excellence
- Communicating effectively
- Using professional judgement
- Taking personal pride
- A sense of humour and proportionality

We want our Clerk of Works/Building Inspector to be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do.
- Show a willingness to participate and contribute effectively to the wider staff team
- Share appropriate information openly and encourage two-way dialogue
- Demonstrate a high level of integrity and confidentiality
- Show perseverance in resolving problems
- Remove the barriers that get in the way of delivering excellent customer service
- Create an environment of trust
- Use professional judgement to find creative solutions for customers and staff
- Have an understanding of asset management processes and of projects and programme management
- Good listener
- Responds positively to testing new initiatives and encourages the sharing of experiences to improve performance
- Excellent communication and interpersonal skills
- Possess excellent knowledge of construction
- Ability to work within defined budgets
- Self-aware and self-motivated to realise your full potential
- Inspire others to achieve their full potential
- Excellent time management skills
- Must be flexible and able to prioritise workload with minimal supervision
- Computer literate, with knowledge of PC based office management systems
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent the Rural Stirling Group in a positive, professional and effective manner
- Take responsibility for achieving excellent performance results and delivering newbuild houses and planned maintenance works of the highest standards

Person Specification

Our Clerk of Works/Building Inspector must demonstrate the behaviours and competencies identified

Experience

Essential

- Experience of succeeding in a role with a wide range of tasks and responsibilities.
- Experience of working in a customer focused environment.
- Excellent customer care and communication skills; written, face to face and on the telephone.
- Excellent interpersonal skills to deal with a range of customers, partners, contractors, colleagues and Board members.
- Up to date knowledge of current building regulations and Health & Safety compliance.
- Excellent ICT skills, including use of Microsoft Office & EXCEL applications to draft emails, letters, and present data.
- Demonstrable enthusiasm and commitment to work with customers face to face and on the telephone.
- Able to organise own workload to meet deadlines.
- Previous relevant experience working within the construction industry and/or social housing.
- Ability to make good and reasoned suggestions and turn these into realistic solutions, questions existing work practices and contributes to improve processes.
- Understanding of the development and maintenance processes of a social housing provider.
- Ability to gather objective information from multiple sources, analyse and critique an idea before making a decision.
- Makes decisions in line with policy and procedures and recommends amendments, as appropriate.
- Follows a systematic approach to problem solving, drawing potential conclusions for determining next steps.
- Experience of working in a Housing or Construction environment.

Desirable

- Experience working in the social housing sector or similar, actively working to support staff and deliver services.
- Extensive use of IT skills in a wide range of packages.
- Ability to understand procedures and policies and communicate confidently with others.
- Ability to input and interpret financial information relating to newbuild and planned maintenance contracts.
- Ability to exercise good judgement based on information from a range of sources.
- Understanding of the role of the social housing sector and how Housing Associations work.
- Understanding of Health and Safety requirements in a construction and maintenance environment.

Qualifications

Essential

- Up to date knowledge of relevant legislation and regulatory requirements.

Desirable

- Member of the Institute of Clerk of Works & Construction Inspectorate and/or technical, property/surveying qualification

Other

Essential

- A full driving licence and access to own car is an essential requirement of the post.
- Some flexibility over working hours is necessary to meet the requirements of the job. This includes occasional work outside normal working hours and attendance at evening meetings.

Job Outputs

Role output	Includes the requirement to:
Customer Services	<ul style="list-style-type: none">• Provide first class customer service at all times to ensure that targets are met and that our service pleases customers and ensures high satisfaction rates• Promote and foster a professional, ethical, friendly and efficient team culture and working environment• Consistently maintain a high level of confidentiality and discretion with all information relating to the business• Promote and foster professional relationships with our external contractors to ensure good service
Finance and Corporate Services	<ul style="list-style-type: none">• Checking, logging and processing of invoices prior to authorisation by Managers

Housing & Property Services

- Provide inspection services if required to ensure the ongoing provision of the Association's housing service.
- Provide first class support to ensure the ongoing provision of the Association's property asset, repairs management and newbuild development services to required standards and specifications.
- Undertake relevant technical and surveying duties from inception to completion of major new build projects, repairs, planned, void or improvement works, adaptations, energy efficiency, Annual Technical Inspections such as asbestos and legionella, Fire Risk Assessments and stock condition, including property inspections, preparation and production of feasibility reports, specifications of work and drawings.
- Determine the quality of construction using contract documentation and bill of quantity, condition of properties and other assets, identifying and analysing defects including proposals for repair. Checking drawings for discrepancies and comparing against Bills of Quantities.
- Site inspections to ensure the works are completed to the correct standard.
- Attending site meetings and compiling progress reports.
- Continually monitoring the standard of work and progress of the contractor.
- Ensure surveying and completed works data and analysis is entered into the asset management database and project plans are kept up to date as appropriate.
- Advise on the quality of works in progress or post completion including reasons for identified poor construction or workmanship and the measures necessary to bring works to the required standard.
- Provide early stage cost estimates, monitor expenditure and maintain budgetary control ensuring value for money and efficiency for contracts and suppliers as required.
- To support delivery of the property services function, including duties, ranging across Asset management, Planned and Cyclical maintenance, responsive repairs, void property repairs, gas servicing and new build development.
- General administration e.g. Drafting CoW reports, electronic filing of consultant's drawings, Word and Excel data input.
- Assisting in monitoring the Asset Management programme performance and repairs performance, using ICT systems as required.
- Liaising with contractors and tenants to support the Property Services team e.g. correspondence, tenant satisfaction survey administration, communicating between tenants, contractors, consultants and RSHA staff.
- Support Property Services team in meetings and contribute to written reports as required.
- Take feedback from customers, identify and contribute to service improvements in the Property Services team and across the organisation.
- Work with Property Services team as required to ensure delivery of repair services on a right first-time basis,
- Monitor repair completion dates, liaising with contractors as required, to help achieve high standards of response through clear, prompt communications with all parties
- Assisting the Director of Housing & Property Services with the provision of advice and assistance on a full range of property services matters.
- Assisting with the delivery of sustainable, quality housing in compliance with the Scottish Housing Quality Standards (SHQS), Energy Efficiency Standard for Social Housing (EESH) and other quality and sustainability targets.
- Participating in pre-installation surveys, conducting pre/post physical inspections of housing stock, inspecting works undertaken by external contractors to ensure full compliance
- The checking of dayworks submitted by Contractors ensuring that all items are correct.
- The maintenance of daily diaries and weekly reports with details of progress, weather and visitors to sites.
- Assist the Housing & Property Services Assistant where required on the authorisation of contractor invoices, ensuring payments are paid as due and costs recovered timeously where appropriate
- Provide support to Housing and Property colleagues when the Association is communicating with tenants over all forms of building maintenance projects, including the gathering and presentation of tenant satisfaction surveys and rechargeable repairs.
- Support Property Services staff in the gathering, collation and accurate entry of stock data in SDM and any associated analytical etc. spreadsheets and reporting in relation to life cycle costings and planned/cyclical maintenance programmes.

	<ul style="list-style-type: none"> • Ensure effective performance management of contracts, projects and programmes such as New Build programmes, major repairs, planned and cyclical works, mechanical and electrical installations, environmental and common area improvements, and other statutory maintenance obligations such as asbestos and legionella, servicing of specialist equipment etc. • Support Property Services staff involved in Adaptations works, monitoring installations, maintaining all records for completed works inspections, presenting reports, including ARC submission data. • Support Property Services staff in the implementation and delivery of component renewal contracts through the preparation of required data for tendering through to the execution of works on site, including dealing with tenant's enquiries regarding projects and maintaining all financial records per project. • Maintain Asset Management data relating to the annual ARC submission and the presentation of same for regular internal reporting throughout the year • Support Property Services staff in the collation of all Contractor's insurance and health & safety information annually.
Other	<ul style="list-style-type: none"> • Such other relevant duties as may be determined from time to time
Interdependencies	
<ul style="list-style-type: none"> • Tenants and other customers • Colleagues • Rural Stirling Group Board and Committee • Partner Agencies • External Contractors • External Consultants 	