**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Projects Officer | **Grade**:  P01 |
| **Section:**  Supported Housing Services | **Directorate:**  Housing and Regeneration |
| **Responsible to:**  Head of Supported Housing Services | **Responsible for:**  Liaison for specific major works and minor improvements |
| **Post Number:**  HD006TS | **Date:**  February 2019 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

* Provide a link between the residents, technical staff, contractors and the rest of the department on specific major works and improvements.
* Coordinate sheltered housing refurbishments and improvements, working with technical officers.

**Specific Duties and Responsibilities**

**Major Works**

* Identify key stakeholders and vulnerable residents prior to the commencement of a project. Ensure that key stakeholders are kept fully informed on the progress of the works and respond to all enquiries, complaints and other issues raised.
* Successfully liaise with residents and multiple contractors on major work projects, whilst ensuring access and compliance. Work with the Estate Manager(s) to arrange access where the contractor has encountered difficulty, up to and including legal action and attending court if required.
* Provide an interface between resident concerns and the delivery of the project, preventing complaints. Positively engage within diverse communities, overcoming challenges with hard to reach groups.
* Undertake home visits, jointly where necessary, in response to any queries from residents arising from the works. When required, undertake inspections, meetings or other work outside of normal office hours.
* Attend contract meetings and any adhoc meetings, including residents’ association meetings relating to the contract. Organise open door meetings and community events for key stakeholders.
* Provide detailed progress reports or any other information to management in response to Members’ enquiries and insurance claims.
* Report any remedial repairs which are reported during home visits and refer any other issues raised during the visit which are not directly related to the works to the relevant officer.
* Undertake special projects identified by major works. Be first point of contact for appointed consultant, receiving reports, answering queries and collating all information required.

**Minor works/Improvements**

* Coordinate sheltered housing refurbishments and improvements to a stringent budget, working with technical officers, suggesting design & layout of renovations. Manage submission of annual small improvements, collate information and prioritise suggestions before executing improvements.
* Carry out condition stock surveys, ensuring housing stock meets Decent Home Standard. Collate analysis to be presented to the Head of Programming, leading to the approval of improvement projects through capital funding and conduct consultation with sheltered residents.
* Identify potential suppliers prior to providing project specifications and adhering to procurement procedure. Create expenditure trackers before obtaining and reviewing competitive quotes. Identify sources of funding. Raise purchase orders and process invoices.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Current team structure**

*Head of Supported Housing Services*

*Project Officer*

*2 x Senior Officers*

*Pro fficer jects O*

**Person Specification**

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| **Job Title:** Projects Officer | **Grade**: P01-P02 |
| **Section:** Supported Housing services | **Directorate:** Housing and Regeneration |
| **Responsible to:** Head of Supported Housing Services | **Responsible for:** Liaison for specific major works and minor improvements |
| **Post Number:** HD006TS | **Last Review Date:** February 2019 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by**  **A**  **& I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| 1. Knowledge and understanding of the aims of project management | A/I |
| 2. An understanding of, and sensitivity to, the needs of residents | A/I |
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| **Experience** | |
| 3. An understanding of, or experience in working or liaising with vulnerable adults and children | A/I |
| 4. Experience of communicating effectively with members of the public and contractors both face to face and on the telephone | A/I |
| 5. Ability to be sensitive, tactful and diplomatic when dealing with customers in person or on the telephone. | A/I |
| 6. Competent IT skills and capable of interrogating various IT systems and databases. | A/I/T |
| 7. Ability to carry out Mathematical calculations and competent to assist in financial queries and budget control. | A/I |
| 8. Ability to work in a fast pace environment with constantly changing demands in workload whilst contributing to working as a part of a team. | A/I |
| **Skills** | |
| 9. Ability to prioritise and manage own workload to defined schedules and time limits. | A/I |
| 10. Methodical and organised work methods | A/I |
| 11. Ability to draft letters, reports and attend meetings to take minutes. | A/I |
| 12. Experience of producing statistical information | A/I |
| 13. Demonstrate a commitment to and understanding of the Council‘s Equal Opportunities Policy. | A/I |
| **Qualifications** | |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**