**Job Description**

**JOB TITLE :** Implementation Officer (Liaison)

**GRADE :** Grade 6

**POST NO :**

**SERVICE :** Housing

**UNIT :** Housing

**REPORTS TO :** Housing Officer Team Lead (HOTL)

**RESPONSIBILE FOR :** No direct reports

**LIAISON WITH :** Council tenants; leaseholders; contractors; the general public; external agencies in the public, private and voluntary sector; managers and staff throughout the council.

**PURPOSE OF JOB**

To provide a high performing housing management service (with a particular focus on explaining, promoting and implementing the changes brought about by the introduction of a new Fire Safety Management policy) to ECC tenants and leaseholders living in communal blocks of flats/

**MAIN ACTIVITIES**

1. Liaise with ECC tenants and leaseholders to explain, promote and implement a phased programme of the changes which have occurred as a result of the new Fire Safety Management policy.
2. Identify residents with complex needs, who have or would like to use a mobility scooter.
3. Identify residents with life-style choices which could make the Clear and Safe policy more difficult for them; e.g. bicycles, large prams, scooters, childrens toys.
4. Closely monitor the effectiveness of the policy and identify remedial strategies where the Clear and Safe policy is not working.
5. Assist Housing Officers to enforce the Clear and Safe policy and negotiate with residents who repeatedly ignore or break the Clear and Safe policy or misuse storage facilities.
6. Assess current storage and mobility scooter charging assets within the block to determine whether they are adequate to meet the needs of all residents.
7. Work closely with the Implementation Officer (Installations), agree proposed solutions and liaise with residents to minimise complaints where installations are to be installed.
8. Liaise/negotiate changes to waste storage with Cleansing Services.
9. Establish a good working relationship with departments within the Council whose input and/or support may help in the delivery of the programme.
10. Establish and maintain a collaborative relationship with the Devon and Somerset Fire and Rescue Service and any other external agency whose input may help in the delivery of the programme.
11. Support the tenant, where appropriate, to move to suitable alternative accommodation if their storage needs cannot be reasonably met or where there is concern that their safe exit from the building might be compromised in the event of a fire.
12. Monitor and ensure a high quality of performance from the contractors providing services to the block e.g. repairs and cleaning services to communal areas; window cleaning, gournds maintenance etc.
13. Report repairs in accordance with procedures for residents and communal areas.
14. Collaborate with colleagues to identifiy new ways of working to improve services and outcomes for service users.
15. Provide basic first contact advice and liaise with housing management colleagues concerning general management, maintenance and security of the block and respond to/report any evidence of anti-social behaviour to the responsible housing officer.
16. Provide periodic progress reports to the management team.
17. Work outside of normal office hours as required.
18. Any other duties commensurate with the role.

**DATE LAST UPDATED:** October 2017

**Person Specification**

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**JOB TITLE :** Implementation Officer

**GRADE :** TBC **POST NO :**

**SERVICE :** Landlord Services

**UNIT :** Housing

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|  | **CRITERIA** | **ESSENTIAL/ DESIRABLE (E/D)** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS &**  **KNOWLEDGE** |  | [E / D] | A, C, T, I, R |
| **EXPERIENCE &**  **SKILLS** | Experience of, and a demonstrable track record of success in, providing a high quality housing management service with high levels of satisfaction to social housing residents  Ability to work with key partners to deliver stated objectives  Ability to identify repairs and maintenance issues while on site and take appropriate action to deal with them  Ability to think ahead, to plan, prioritise and schedule activities to deliver quality work and manage a heavy workload  Commitment to improving performance and working practices to deliver better outcomes and Value For Money  Ability to communicate well, both orally and in writing,in order to impart or discover relevant information  Knowledge of relevant Health and Safety regulations/practice including Lone Working  An understanding of, and commitment to, resident involvement in the delivery of services  An understanding of, and commitment to, the principles of Equality and Diversity and their application to the work of housing services  IT experience in relevant programmes (e.g. Word, Excel, Access) | E  E  D  E  D  E  D  D  E  E | A,I,  A,I  A,I  A,I  A,I  A,I  A,I  A,I  A,I  A,I |
| **SPECIAL REQUIREMENTS & ATTITUDE** | A positive ‘can-do’ attitude  A flexible approach to work, including working out of hours if required | E  E | A,I  A,I |
| **OTHER** | A full, clean driving licence | E | A,C |

**COMPLETED BY:** Housing Officer Team Lead

**DATE:** October 2017

**CATEGORY:** A – Application, C - Certificates, T – Testing, I – Interview, R - Reference