**JOB DESCRIPTION**

**JOB TITLE** : Response Technical Officer

**GRADE** : G

**POST NO** : 4281

**SERVICE UNIT** : Housing Assets

**REPORTS TO** : Leads

**MANAGEMENT**

**RESPONSIBIITY FOR** : Coordinating others’ work across the Assets Team

**LIAISON WITH** : Service Leads, Work Surveyors, Assets Support Officers, Business Support Team Leader, external agencies, local stakeholders, members of the public

**MAIN PURPOSE OF JOB**

To be part of the Housing Assets Team responsible for the compliance, planned and / or responsive repairs functions for a portfolio of approximately 5,000 social housing units, including estate environs and liabilities to leaseholders. The role involves supporting the Housing Assets Team by assisting with investigations and planning including identification of defects, remedial works and improvements to council owned properties. The role will also include the daily oversight of repairs projects and contracts being carried out by contractors and tenants / leaseholders – providing technical support and general assistance to Leads and Surveyors.

**MAIN DUTIES & RESPONSIBILITIES**

1. Provide specific advice with regards to, technical defects, eg. damp, drainage, structural movement specification work, estimates and labour requirements and health & safety relating to project work.
2. Undertake/ Review the completion of any necessary contract documentation, correspondence and measurement/re-measurement as directed. Update repairs histories as required, maintain records of work undertaken and ensure that proper information is recorded and available for others to use.
3. Be responsible for the preparation and submission of survey reports and estimates and ordering of works, ensuring good value and commercial feasibility have been considered.
4. Prepare and maintain KPI and budget data and information and compile data to evaluate and support business decisions.
5. Engage specialist services and contractors in line with the Council’s procurement rules.
6. Work with the Planned/Responsive Lead to ensure income maximisation through effective s20 consultation with leaseholders, in partnership with Tenancy and Leasehold Services.
7. Support the Business Support Team Leader and the Assets Support Officers including the Repairs Call Centre function in ensuring that the ‘repairs journey’ is smoothly coordinated from a resident’s and all stakeholders perspective, removing waste and focusing on “what matters” to the customer.
8. Take personal ownership and responsibility for repairs projects from initiation to completion, ensuring simple, concise, effective communication with residents at all times.
9. Where required, be responsible for investigating, resolving and replying to complaints and enquiries from members of the public, Councillors and other outside bodies for work areas within the control of the Assets Service, within specified timescales. Ensure information provided is full and comprehensive and makes clear to all how problems will be resolved and lessons learned.
10. Ensure the health and safety of all residents, contractors and members of the public at all times, by ensuring compliance with all regulations under the Health and Safety at Work Act.
11. To maintain an up to date awareness of the current Health & Safety at Work legislation and adherence to CDM and corporate Health and Safety policy and procedures, enabling the post holder to assist the Compliance Team
12. Work across the Housing Assets Team in the collection of stock condition data and the production of programmes and priorities. Prepare and review / recommend action technical and other reports as required for Managers, committees and public meetings.
13. As required, cover for staff in other teams or provide additional resources.

**DATE LAST UPDATED: January 2020**