



Job Description

Job Title:	Project Officer
Grade:	Grade 7
Section:	Technical Services Planned
Reports to:	Assistant Delivery Manager
Responsible for:	No direct Reports

The Job

Is to:

- be a key liaison between Technical Services, tenants, owner occupiers, other departments of WDH and third party contractors to ensure the capital reinvestment programme and associated planned maintenance schemes are delivered in accordance with specified standards, required timescales and to the satisfaction of tenants.
- work in conjunction with the Technical Services Planned Management Team and Neighbourhoods colleagues to keep residents and tenants informed, offer advice and practical solutions to issues that may arise during pre-construction, live-works and post-construction phases of the capital reinvestment programme or associated planned maintenance schemes.

The Bigger Picture

You will:

- provide surveying and other technical services to support the delivery of the capital reinvestment programme and associated planned maintenance schemes;
- carry out duties as directed to allow for management of the organisation's property and land portfolio;
- manage the tenant's journey through pre-construction, live-works and post-construction phases of the capital reinvestment programme or associated planned maintenance schemes; and
- provide cover as appropriate and undertake any other duties commensurate with the grade and overall purpose of the job.

The Day to Day

You will:

- work closely with the Management Team, tenants and Neighbourhoods Team to deliver the day to day activities of the capital reinvestment programme and associated planned maintenance schemes;

- ensure that key stakeholders have all necessary information and welfare facilities to ensure the smooth delivery of the works programmes;
- ensure delivery of investment programme schemes in accordance with specified performance indicators and as directed;
- ensure properties are improved in accordance within set standards, required timescales and to the satisfaction of tenants;
- monitor activity of projects to ensure the progress of schemes in accordance with the published capital reinvestment programme or associated planned maintenance programme;
- ensure post project completion activities are finalised and closed down including but not limited to; utility meter readings, welfare facility logistics and enabling voids used for site office purposes to be relet;
- manage any tenant or owner occupier complaints arisen from capital reinvestment and planned maintenance works to a timely and satisfactory conclusion in line with WDH policy and procedures;
- represent WDH at Estate Scheme Panel meetings, scheme surgeries and carry out regular visits to tenants and residents, also attend out of hours meetings as required; and
- ensure tenants and residents receive site inductions, notification documentation, satisfaction surveys, decoration allowances and associated site information as required.

Personal Contacts:

Internal: Managers, Team Leaders, Tradespeople, Visiting Officers and other members of the WDH workforce.

External: Tenants, owner occupiers, third-party contractors, goods suppliers and leaseholders

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns, which distinguish highly effective performance in a role. There are nine behavioural indicators, which are split into three principles; Determination, Nous, Attitude, and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
A qualification at Level 3 of the Regulated Qualifications Framework, such as A levels, Award, Certificate or Diploma at level 3 or equivalent.	✓		AF/CQ	✓

Determination				
Track record in a position in a property services or technical department of a registered social landlord, local authority or construction company.	✓		AF/I	✓
Have effective negotiation and motivation skills.	✓		AF/I	
Good time management and organisational skills.	✓		AF/I	
Experience in the delivery of investment programmes through partnering arrangements.		✓	AF/I	

Nous				
Experience of managing the delivery of planned maintenance projects.	✓		AF/I	✓
Experience of managing multi-disciplinary projects.	✓		AF/I	✓
Knowledge and practical experience of using IT as analytical and management tools.	✓		AF/I	✓
Experience of working with construction partners to deliver capital programme solutions.	✓		AF/I	
Decisive analytical and interpretation skills.	✓		AF/I	

Attitude				
Strong and effective verbal and written communication skills.	✓		AF/I	
Self-motivated person able to work in pressurised situations.	✓		AF/I	

Additional Requirements of the Job				
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the district.	✓		AF/I/CQ	✓
The post holder may be required to work outside normal office hours on occasion.	✓		AF/I	

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R- References