



## Job Profile

<b>JOB TITLE:</b>	<b>Planned Works Technical Officer</b>
<b>GRADE:</b>	<b>POA</b>
<b>POST Number:</b>	<b>30983, 30984</b>
<b>JOB TIER:</b>	<b>5 (non-management)</b>
<b>DBS CHECK:</b>	<b>None</b>
<b>DIRECTORATE:</b>	<b>Residents Services</b>
<b>SERVICE:</b>	<b>Housing – Planned Works</b>
<b>Reports to:</b>	<b>Contract Manager (Planned Works)</b>
<b>Direct Reports:</b>	<b>0</b>
<b>Indirect Reports:</b>	<b>0</b>

**Note:** This job description is not intended to be an exhaustive list of duties. Other reasonable duties commensurate with the grade of the post may be required, including support to emergencies or priority situations.

### Role Purpose

The Planned Works Technical Officer (Quality & Site Inspection) is a hands-on technical support role providing on-site quality assurance, inspection and monitoring of planned works contracts across LBH-owned residential properties, corporate buildings and commercial premises.

The role supports the Contract Manager by providing independent site inspection, quality monitoring and technical assurance, ensuring that works are delivered in accordance with specifications, drawings, health & safety requirements and contractual standards. The post holder plays a key role in identifying defects, non-compliance and poor workmanship, supporting early resolution of issues, contributing to the handling of complaints and the drafting of responses to Members' enquiries, and protecting the Council's interests.

The role is both Civic Centre-based and site-based, with a significant on-site presence for inspections and quality monitoring, and administrative, systems updating and reporting duties undertaken from the Civic Centre as required.

## A. Job Description

### 1. Resident & Community Contribution

- Act professionally and courteously on site, representing the Council at all times while engaging with residents and building users.
- Support safe access to properties, minimise disruption to residents and promptly report concerns, access issues or safety risks identified during inspections.
- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

### 2. People Management

- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Support the Contract Manager and wider team by providing technical inspection support, identifying risks, escalating safety concerns and contributing to team learning and continuous improvement.

### 3. Operational Service Delivery

- Undertake regular site inspections of planned works to monitor quality, workmanship, materials and compliance with specifications.
- Provide independent, objective inspection and reporting on allocated projects. Identify defects, non-compliance or poor practice and report findings promptly to the Contract Manager.
- Monitor contractor adherence to approved drawings, specifications, programmes and method statements.
- Witness tests, inspections and commissioning activities where required.
- Monitor compliance with health & safety requirements, including RAMS and safe systems of work, and escalate unsafe practices immediately.
- Support compliance with Health & Safety legislation, CDM Regulations, Building Regulations and the Building Safety Act (where applicable to planned works).

### 4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Support quality audits, internal reviews and continuous improvement activities.
- Contribute to planning discussions by identifying recurring quality, safety or delivery issues that require service development or contractor improvement.
- Support the Contract Manager by providing inspection intelligence to inform future specification, programming and planning.

## **5. Financial & Resource Management**

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Maintain accurate site records, photographs and inspection reports to support contract valuations and commercial decisions.
- Raise purchase orders within Oracle in accordance with instructions and financial procedures.
- Support invoice matching, receipting and verification of works prior to payment authorisation.
- Maintain accurate defect logs, inspection records and evidence to support audit and assurance processes.

## **6. Service Improvement**

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Support continuous improvement by identifying recurring issues, poor workmanship, patterns of non-compliance or opportunities for better delivery.
- Contribute to internal audits, inspections and governance reviews, ensuring findings are recorded and acted upon.

## 7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- **Internal:** Contract Managers, Planned Works Teams, Compliance, Building Safety, Housing, Legal, Finance and Customer Services.
- **External:** Contractors, site representatives, residents, building users, consultants, and regulatory stakeholders.

## 8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role.
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

## 9. Key Performance Indicators

- Accuracy, completeness and timeliness of site inspection records and reports. Quality of workmanship and compliance evidenced through inspections and audits.
- Timely identification and resolution of defects, snags and non-compliance. Contractor adherence to specifications, programmes, health & safety requirements and method statements.
- Accurate and audit-ready data maintained in OneServe, Compliance 365 and associated systems.
- Positive resident interactions and minimal disruption caused by planned works.

## B. Person Specification

### Planned Works Technical Officer (Quality & Site Inspection)

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Relevant technical qualification in construction, building or a related discipline, or equivalent practical experience.	✓	
Construction inspection, quality assurance or site monitoring training.		✓
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Hold a valid UK driving licence and ability to work across multiple sites.	✓	
Ability to work flexibly between the Civic Centre and site locations.	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Experience working on construction, planned works or maintenance projects.	✓	
Experience undertaking site inspections, quality checks or construction monitoring duties.	✓	
Experience identifying defects and monitoring corrective actions.	✓	
Experience updating works or compliance information within property or compliance systems.		✓
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Understanding of construction processes, specifications and quality standards.	✓	
Basic knowledge of health & safety requirements on construction sites.	✓	
Ability to interpret drawings, specifications and schedules of work.	✓	
Competent IT skills, including use of systems such as OneServe, Compliance 365 and Oracle for recording inspections and raising purchase orders.	✓	
Good written and verbal communication skills, including report writing.	✓	

5. COMPETENCES	ESSENTIAL	DESIRABLE
<p><b>“Can do” positive attitude</b></p> <p>Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.</p>	✓	
<p><b>Takes responsibility and delivers results</b></p> <p>Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions. Strong attention to detail and commitment to quality. Organised and methodical approach to inspections, systems updating and record-keeping.</p>	✓	
<p><b>Team working</b></p> <p>Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.</p>	✓	
<p><b>Communication</b></p> <p>Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences. Professional, objective and confident when challenging poor workmanship.</p>	✓	
<p><b>Customer Care</b></p> <p>Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	✓	
<p><b>Takes ownership of personal development</b></p> <p>Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	✓	

<b>Our values</b>
<p><b>Respect</b></p> <p>We appreciate what makes us different and include everyone.</p> <ul style="list-style-type: none"> <li>• We recognise that we all have unique talents, skills and experiences.</li> <li>• We provide a professional service to our residents and colleagues and lead by example.</li> <li>• We celebrate diversity and ensure our working practices are inclusive.</li> </ul>
<p><b>Collaborative</b></p> <p>We believe in the power of working together.</p> <ul style="list-style-type: none"> <li>• We work collaboratively as one council.</li> <li>• We promote creativity and innovation to improve outcomes for all.</li> <li>• We recognise the strength of sharing knowledge and experience.</li> </ul>
<p><b>Efficient</b></p> <p>We deliver the best possible outcome by carefully managing our resources.</p> <ul style="list-style-type: none"> <li>• We are empowered to deliver the most efficient outcome.</li> <li>• We harness new technology and tools to deliver our services efficiently.</li> </ul>

- We look after our finances and maximise value for money for residents.

**Integrity**

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

**Open and honest**

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.