



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	Clerk of Works (Voids)
<b>GRADE:</b>	SO2
<b>POST NO:</b>	25204
<b>JOB TIER:</b>	5
<b>DBS CHECK:</b>	Enhanced
<b>GROUP:</b>	Residents Services
<b>SERVICE:</b>	Repairs

### REPORTING STRUCTURE

<b>Reports to:</b>	Voids Manager
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None

### ROLE PURPOSE:

Reporting to the Voids Manager, the Clerk of Works (Voids) is responsible for overseeing the quality and safety of repairs works at all void Council properties, ensuring that plans and specifications are being followed correctly.

# A. Job Description

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## 1. People Management

- Oversee the delivery of repairs being undertaken by contractors working on void properties to ensure that they follow health and safety requirements and work to any specifications or other plans.

## 2. Resident & Community Contribution

- 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'.
- To fully understand the impact that the repairs service has on the relevant service areas, residents and tenants within the borough and to act accordingly.

## 3. Operational Service Delivery

- Undertake site visits and inspections to ensure compliance with the contract specification and drawings, current legislation and the Council's standards and policies.
- Assist, instruct and advise contractors on site on matters related to quality control and the interpretation of contract documents.
- Attend site meetings and maintain accurate records in order to prepare progress reports on site activities and all other related issues to the appropriate supervising manager/ stakeholder.
- Ensure that all legislative and Council health and safety procedures are followed during the delivery of works
- Identify product or performance defects, organising and directing the remedial course of action.
- Carry out accurate and timely inspections of properties across the void housing estate, including, but not limited to, pre-evacuation inspections, repairs inspections and void inspections

- Carry out regular inspections of the work being undertaken at void properties, checking quality of works and progress against targets.
- Measuring and sampling building materials to check their quality recording results either on paper or a hand-held PDA
- Identifying defects and suggesting ways to correct them.
- Monitoring and reporting progress of work (to the LBH minimum lettable standard or other lettable standard identified) to the Voids Manager.
- Keep updated on current legislation related to the Council's statutory obligations in the repairs service and work with colleagues to ensure that processes and procedures are in place to facilitate the delivery of these.
- Support the development of technical specifications and contract documentation for repairs works, ensuring that they reflect the relevant standards in accordance with contract management best practice.
- Assist with the preparation of cost estimates for repairs and minor works projects.
- Liaise with suppliers used by the repairs service to achieve the required level of performance.
- Develop and deliver tool box talks as required to ensure high levels of H&S knowledge and best practice across the service.
- Prepare reports as required.

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

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

- To support the effective management of the allocated budget for the repairs service.
- To ensure all purchasing and procurement activity is conducted in accordance with the Council's Procurement & Contract Standing Orders and individual group's Scheme of Delegations.
- To ensure that all financial risk is understood and documented.

- To seek procurement advice and approval for all expenditure related to repairs service activities.
- To support procurement's commercial contract management responsibilities by providing timely and accurate information.
- To support the agreement of contract and service contract variations by providing accurate specifications.
- To check invoices reflect accurately and fairly work undertaken before making payment to contractors.

## **6. Continuous Improvement**

- To identify and suggest improvements to current ways of working in order to deliver a more efficient and effective service for residents and tenants.
- Actively participate in change activities and ensure the trade operative teams and Planners are positively engaged in transformation project work.

## **7. Contacts**

- Primary contact will be with tenants, leaseholders, Operatives and other officers within the Council.
- Suppliers and contractor representatives.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## **9. KEY PERFORMANCE INDICATORS**

- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFE saving targets.
- Delivery against agreed PADA objectives.
- Delivery against key performance indicators related to contractor and supplier contractual obligations and service level agreements

## B. Person Specification

### Clerk of Works (Voids)

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

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
A building and/or property related qualification or equivalent knowledge and	✓	
Evidence of CPD	✓	
Electrical or Gas Safe qualification		✓
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Ability to work flexibly and attend Council and Public meetings outside usual working hours	✓	
Ability to work at various sites across the Borough as required	✓	
Hold a valid UK Driver's Licence	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Experience of working collaboratively with contractors and trades to deliver a service to budget and within the quality expected by the customer and the organisation.	✓	
Significant experience of identifying, engaging with and managing a diverse range of contractors and stakeholders	✓	
Experience of undertaking inspections of properties in a timely and accurate manner.	✓	
Experience of preparing specifications with accurate measurements as required.	✓	
Budget management and financial analysis in accordance with the Council's standing orders	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Sound understanding of the voids management process	✓	
Knowledge and understanding of regulatory, statutory and legislative requirements in relation to property maintenance.	✓	
Ability to write clear and accurate reports for team managers		

Knowledge of planning and building regulation requirements.	✓	
Ability to work effectively and efficiently either independently or as a member of a team	✓	
Competent user of ICT including service specific software.	✓	
Ability to develop and deliver a programme of toolbox talks to trade operatives	✓	
Have knowledge of current H&S legislation and CDM regulations and how this relates to the maintenance service and the council.	✓	
<b>5. COMPETENCES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> 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.	✓	
<b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	