Job Description

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| **Job Title** | Senior Adaptations Technical Officer |
| **Grade** | PO4 |
| **Reporting To** | Major Adaptations (DFG) & Agency Services Team Leader |
| **JD Ref** | REG0051P(C) |

Purpose

To Support the Major Adaptations (DFG) & Agency Services Team Leader as well as the Adaptations Service as instructed in relation to the technical elements required to deliver the most appropriate adaptation scheme to meet client needs and to the required standards, in accordance with relevant legislation, guidance and policies, in the shortest time. To draft the more complex adaptation schemes and act as the Service lead officer for technical queries and development in relation to disabled adaptations and construction practice, training & mentoring of TO’s and maintaining the Schedule of Rates as required & instructed by the Team Leader/Service Manager.

Main Duties and Responsibilities

* Support the team leader when requested by assuming the lead officer role for technical queries for the Service in relation to disabled adaptations and construction techniques as well as keeping up to date and bringing to the attention of the Team Leader any new market product or construction development / innovation in the field of home adaptation which may be relevant. Provide advice, training and mentoring for technical officer colleagues as required/directed by the Team leader.
* Support the Team Leader by supervising Technical Officers and allocating/monitoring daily workloads/streams when required and ensure DFG Technical processes and procedures are followed to maintain the appropriate delivery standards & audit trails for the service.
* Support the Team Leader and Technical Officer colleagues find appropriate adaptation solutions, overcome barriers in relation to feasibility of proposed scheme through using niche market knowledge and disabled adaptation solutions knowledge.
* Prepare adaptation scheme specifications, drawings and costings for more complex/ high profile schemes as required by the Team leader. Also, at the Team Leaders direction undertake complex case feasibility exercises ensuring reports / briefs including drawings, schedules, costings, options & risks presented are accurate and contain sufficient relevant information to enable appropriate decisions to be made by the Service manager in a timely manner.
* Under the direction of the Team Leader take the lead on reviewing the Schedule of rates used by the Service to ensure it reflects current construction costs and any niche Specialist products / practices in relation to disabled adaptations, using the appropriate Building Information Modelling System as well as any other relevant resources necessary. As well as the associated standard Specification of Works documents, Linked Standard correspondence.
* In relation to complex cases be responsible for the preparation of accurate construction costs against the schedule of rates, agreeing any variations to contract and completing all the necessary documentation to ensure all financial accounts are correct, completing final accounts upon completion of work and approving them for payment when required and contribute to taking the necessary steps to meet monthly expenditure targets directed by Service Manager to contribute to achieving team spend/commitment targets. As well as assisting the Team Leader by ensuring DFG TO’s adhere to these same responsibilities.
* Provide technical expertise and opinion to the Team Leader, Service Manager and TO colleagues, which will help to facilitate sound decision making & appropriately respond to service complaints. Also make daily decisions on own and in partnership with Team Leader / Service Manager based on fact, professional judgement, consulting legislation policy/guidance / procedures which result in delivery of the most appropriate adaptations to vulnerable clients which meet the need in the shortest time scales and provide value for money.

* When progressing complex cases & supervising Other TO’s in relation to scheme delivery be responsible for managing the Disabled Facilities Grant process with the clients and their families from initial site meeting to project management to signing the completion certificate, meeting with medical and social care practitioners as required regarding solutions to meet the client’s needs, managing the adaptations process with Registered Providers & for the management of contractors on site ensuring that all adaptations are completed within the agreed time framework and that all work is completed to the required standard; with the customer journey as a focus.
* When required to support income generation be responsible for the management of private works (none DFG funded) streams (as directed by the Team Leader) on behalf the client and project managing works from start to finish this will include negotiating and appointing contractors, agreeing financial contribution, on site management and the preparation of final accounts.
* Contribute to the review of policy & procedures & innovation via exploring technical elements of the viability of Adaptation Financial Assistance Products as directed by the Team Leader/ Service Manager.as requested by the Team Leader.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* HNC Building Construction, or equivalent Construction related qualification or substantial experience of delivering disabled adaptations schemes.
* Desirable
* *- Trusted Assessors Certificate*

**Knowledge & Skills**

* A sound knowledge of construction practises and techniques (including basic electrical & gas regulations)
* A knowledge of Planning and Building Regulations
* A knowledge of Construction Site Health & Safety Regulations (inc Asbestos)
* A knowledge of Construction and Design Regulation 2015
* A knowledge of the Disabled Facilities Grant
* Ability to work to tight deadlines, review and program works, knowledge of relevant computer software packages, maintaining property data bases.
* A knowledge of the Equality Act regulations
* A knowledge of HHSRS standard
* A knowledge of producing plans on computer Aided design software
* A Knowledge of managing contractors
* A knowledge and understanding of equality and diversity.
* *Desirable*
* *Performance Management Skills*
* *High level of numeracy and literacy skills*
* *Preparation of reports*
* *Knowledge of current & emerging construction practices in relation to adaptations & equipment installation.*
* *A basic knowledge of adaptations equipment*
* *A knowledge of associated Housing< Health & Social Care Services*

**Experience**

* Previous building and construction experience
* Previous supervisory or management responsibility including project management.
* Negotiating and problem-solving experience
* Experience of partnership working
* *Desirable*
* *Previous experience working with elderly, vulnerable & disabled clients.*
* *Experience of working with Contractors, Registered Providers, Occupational Therapists and other relevant professionals to deliver schemes/projects.*
* *Previous risk assessment experience*
* *Experience of delivering programmed works against known budgets.*
* *Experience of working to challenging time scales to ensure operational targets and outcomes are delivered.*
* *Dispute resolution experience.*
* *Experience of Undertaking a mentoring role & providing relevant training to staff/colleagues*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Driving duties
* Working with children
* Exposure to persons with challenging or aggressive behaviour

Approved By: Lisa Newman

Date Of Approval: 10/019/2024