

Job Description

Job Title	Adaptations Technical Officer
Grade	PO1
Reporting To	Major Adaptations (DFG) and Agency Services Team Leader or Rapid Adaptations Team Leader
JD Ref	REG0082P

Purpose

To be responsible for facilitating the delivery of the most appropriate home adaptation scheme to meet the determined needs of some of the most vulnerable residents in the Borough. Ensuring that the relevant scheme meets the need and is delivered to the appropriate standards, following the relevant legislation and guidance, in the shortest time possible,

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Communication, Engagement and Training:

- Manage contractors on site ensuring that all adaptations are completed within the agreed time framework and that all work is completed to the required standard.
- Consult the client on matters relating to the adaptation and on all matters related to the management of works on site.
- Respond to complaints and disputes between contractors and clients on site and mediate to resolve issues recording all issues on the system.

Data Analysis and Decision-Making:

- Responsible for carrying out detailed site surveys to include identifying risks and planning any interventions when required.
- Prepare specification, drawings and contracts for building and construction, including the production of detailed plans and drawings ensuring that all legal and statutory requirements are met.
- When required manage private works (none DFG funded) 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.
- Deal with complex cases as directed by the Service Manager in order to support service delivery: advising the client accordingly.
- Attend scheme decision making case conferences when requested and apply technical knowledge to enable & support sound decision making; thus, ensuring the most appropriate adaptation to meet client need is pursued

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Consult and negotiate with Building Control and Planning Dept on all matters relating to the construction and conversion of buildings ensuring that all statutory and legal requirements are adhered too and complied with.
- Ensure compliance to health and safety regulations in relation to safe working practises of contractors on site.
- Responsible for managing the adaptations process with Registered Providers ensuring that all the necessary specifications contracts and consent are adhered to and additions to contract are agreed and recorded when drawing up final accounts.
- Responsible for meeting with medical and social care practitioners to discuss proposed solutions to meet the client's needs.
- Administer the Home Repairs Assistance process for the elderly and disabled when required and advise clients on all aspects of work. This will include completing all of the necessary paperwork required to place a charge on the property.
- Responsible for the preparation of accurate construction costs against the schedule of rates and ensure that all contractors' quotations adhere to this schedule. (
- Responsible for agreeing any variations to contract and completing all the necessary documentation to ensure all financial account are correct and appropriate audit trail is provided.
- Responsible for completing final accounts upon completion of work and approving them for payment when required.
- Assess the property under the HHSRS standard to ensure freedom from Cat 1 hazards/disrepair: advising the client accordingly.
- Support Managers in the development and implementation of policies and procedures resulting from changes in housing legislation and/or statutory guidance.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- HNC in Building Construction or Equivalent.
- *Desirable - Trusted Assessors Certificate or equivalent.*

Knowledge & Skills

- A 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 (including Asbestos).
- A knowledge of the Disabled Facilities Grant.
- Computer literate with Microsoft Word, Excel and other software packages.



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- A knowledge of Disability Discrimination Act (DDA) regulations.
- A knowledge of Housing Health and Safety Rating System (HHSRS) standard.
- *Desirable - A knowledge of computer drawing packages (i.e. AutoCAD, I adapt)*
- *Desirable - High level of numeracy and literacy skills.*
- *Desirable - Preparation of reports.*
- *Desirable - A knowledge and understanding of equality and diversity in relation to disabled applicants.*
- *Desirable - A basic knowledge of adaptations equipment.*
- *Desirable - A basic knowledge of equality impact assessments.*
- *Desirable - A knowledge of associated Housing Services*

Experience

- Previous building and construction experience.
- Previous supervisory or management responsibility (Project management).
- Negotiating and problem-solving experience.
- *Desirable - Previous experience working with elderly, vulnerable & disabled clients.*
- *Desirable - Previous risk assessment experience.*

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
- Exposure to persons with challenging or aggressive behaviour

Approved By: Gregor Cooper, Adaptations Services - Disabled Adaptations Manager

Date Of Approval: 31/03/2026



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