Post Title: Housing Technical Officer

Grade: Band 8

Section: Housing and Environmental Enforcement

Responsible To: Senior Housing Assistance Officer

Date Prepared: August 2020

Job Purpose and Work Objectives

1. To be the lead officer to provide advice and support on the technical aspects of carrying out improvements and adaptations to the homes of disabled customers.

2. Undertake visits to determine adaptation works that can be funded under a DFG application. Provide the design element for the adaptation works, ensuring that appropriate permissions are gained.

3. Prepare detailed schedules and drawings for Disabled adaptations and provide technical advice and support across the work area. Obtain competitive tenders/estimates for work, evaluate costings and appoint relevant contractors.

4. Supervise and monitor the work of the contractors through to completion, ensuring risk assessments to CDM 2015 regulations are adhered to, and appropriate health and safety measures in place.

5. Build and maintain effective working relationships with customers, occupational therapists, contractors and landlords in order to provide the best customer service possible.

6. To maintain accurate records and monitor performance against Framework targets and deliverables, ensuring compliance. Report performance and progress to relevant bodies to ensure service improvement.

Service Specific Responsibilities

1. Undertake case work in relation to Disabled Facilities Grants in accordance with the adopted policies, procedures and legislation and liaise with the Senior Housing Assistance Officer to make decisions in regards to the awards of grants and funding.

2. Provide technical advice and support across the work area to assist in the effective delivery of the Housing Assistance Policy.

3. To ensure that high levels of customer service are maintained and work proactively to resolve complaints and disputes in relation to the work area.
4. Be the point of contact for Occupational Therapist and Contractors to ensure all adaptations will meet the needs of the customer and are necessary and appropriate, reasonable and practicable.

5. To ensure financial monitoring of the budget of capital funding in place

6. Maintain an up to date register of adapted properties and monitor the Lincs Homefinder housing list. Ensure any adapted properties are advertised correctly along with being allocated appropriately.

7. Maintain client confidentiality, adhere to Data Protection legislation and respond to safeguarding concerns.

8. Work with other staff to develop policies and procedures.

9. Work with the Council and Partners to promote the work of DFG’S and Housing Assistance Policy.

10. Work to identify opportunities to increase the Technical Service offer to private clients, generating fee income for the organisation.

11. To undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder.

**Corporate Management Framework**

The post holder is required to be proficient in all areas within Level Two of the Council’s Behaviour Framework.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all their entire staff share this commitment. As part of this commitment all staff will attend a safeguarding briefing as part of their induction and be expected to familiarise yourself with the safeguarding policy.

Signed: __________________________________________________________________________ Dated: _______________________________________________________________________

[disability confident logo]

If you require this Job Description in another format eg large print, please contact Customer Services on 01427 676676, by email customer.relations@west-lindsey.gov.uk or by asking any of the Customer Services staff.

**Note:** This job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the post holder and the Council in understanding the prime functions of the post. It should not be regarded as exclusive nor exhaustive as there may be other duties and responsibilities associated with and covered by the grading of the post.

Management has the right to vary the duties after consultation with you.