

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job Description</b>	<b>Quality Assurance Officer</b>
<b>Service:</b>	Housing Operations
<b>Team:</b>	Property Services
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Planned Works Manager
<b>Responsible for:</b>	Not Applicable
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b>
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> <li>To assist in the delivery of the Council's cyclical planned maintenance and capital investment programmes. These will primarily include Kitchens, Bathroom, Windows &amp; Doors installations and External Decorations</li> <li>Ensure site operations and construction works comply to contractual specifications, legislative requirements and internal policy and procedures</li> </ul>	

- Ensure that contractors complete works within an agreed timeframe and to a high quality, focusing on the provision customer service and value for money.

## MAIN DUTIES AND ACCOUNTABILITIES

### **Operational**

- Assist in the delivery of Cyclical, Planned Maintenance and Improvement projects and programmes to the Council's housing stock
- Assist in the delivery of Major Adaptations works in residents homes and deliver projects that improve their quality of life
- Become familiar with all relevant drawings and written instructions, checking the same and using them as a reference when inspecting works
- Carry out site visits and inspections to ensure compliance with contract specifications and drawings, current legislation and the Council's standards and policies
- Take measurements and samples on site to ensure that the work and materials meet the required specifications and quality standards
- Assist, instruct and advise contractors on site on matters related to quality control, and the interpretation of contract documents
- Contribute to pre-contract site and other meetings and make regular visits to site during project delivery and on completion to ensure that works are to a high standard and represent good value
- Undertake Health and Safety monitoring on projects to ensure compliance with the relevant Health and Safety legislation, and the Council's policies, and bring any shortfalls observed to attention
- Prepare reports on the progress of projects, site activities and all other related matters and escalate issues to enable effective decision making
- Contribute to management reports on a regular basis to understand the impact and cost of disruption in the service, and come up with ways to improve delivery and achieve value for money
- Maintain accurate Planned Works and other records and update IT systems from the activities of the Planned Works service and other Housing Services colleagues
- Provide data on Planned Works completions to the Asset Management Team for validation and logging in the asset management database in a timely fashion, and in the required format.

### **Finance and Budgets**

- Audit contractor self-specifications to ensure that works are necessary and represent good value
- Review and validate variation orders, applications for payment and invoices in a timely manner so that payments to contractors and suppliers are made in line with their contract terms and conditions, and to ensure financial control
- Provide information as required for budgeting and business planning purposes
- Assist with ensuring that projects are delivered to the required quality, on time and within budget, identify and report budget variances, and highlight areas for efficiency savings to deliver improved value for money services

### **Customer Services**

- Corporate - Deliver excellent service to customers in line with published service standards
- Equality and Diversity - Actively promote the Council's Equality and Diversity policy in all aspects of your duties
- Safeguarding - Adhere to effective safeguarding practice for vulnerable adults and children in accordance with the Council's policies, guidance and protocol
- Dignity and Respect – Treat all colleagues with dignity and respect whilst at work so that they are able to, and encouraged to meet their full potential by working in a non-threatening environment free of harassment and/or bullying
- Data Protection - Ensure that the principle of confidentiality and the requirements of the Data Protection Act are fully applied to the work of your service area
- Information Sharing - Work in line with the relevant protocols and service level agreements to enable the effective sharing of information between agencies

### **Contract Management**

- Ensure compliance with the Council's Contract Procedure Rules
- Support the management of the contracts across the Planned Works service
- Monitor contract terms and conditions for the Planned Works service and support improvement activity
- Attend weekly operational meetings with the main Planned Works contractors and contribute to the review of the resourcing, planning and programming of Planned Works service delivery, and help co-ordinate changes as required
- Ensure contractor compliance with Health and Safety legislation so that the Council's position and reputation are protected
- Monitor contractor performance and complete quality assurance exercises to ensure the work undertaken is in accordance with key performance indicators, and results in projects being delivered to the appropriate quality standards
- Contribute to contract management duties including providing information to support contract management meetings

### **Training & Development**

- Identify and undertake training and development opportunities as required to ensure the available skills are in place to meet business objectives, and to enable the achievement of potential

### **Teamwork & Communication**

- Develop robust and effective stakeholder and supplier relationships and work closely with the main Planned Works contractors in particular to develop partnering arrangements
- Support collaborative and cross functional working and share resources across the Property Services Team, and the wider Housing Service to meet operational targets and priorities
- Liaise with the Planned Works Surveyors on projects as required to aid joined up project delivery
- Liaise with residents who are undergoing Planned Works to their home, dealing with their needs sensitively. Explain technical plans and specifications to a non-technical audience
- Provide service specific advice and support to colleagues in Property Services, the wider Housing Service and across the Council

### **Service Development and Improvement**

- Contribute to service development and improvement planning and provide innovative solutions to improve services within available resources
- Investigate new initiatives for building techniques, products and materials and share ideas with your line manager
- Participate in case reviews to find solutions, agree the escalation of cases, and ensure that the lessons learnt from cases are disseminated and are embedded in the Council's procedures where appropriate
- Investigate complaints in line with the Council's policy and share and embed any learning to aid service improvement

### **Health & Safety**

- General – Comply with all Health and Safety legislation for your area of work, ensuring that plans are prepared and adhered to, and risks are identified, managed, and monitored as required
- Construction – Understand the role of a CDM Co-Ordinator under the Construction (Design and Management) Regulations 2007
- Asbestos – Have an understanding of the Control of Asbestos Regulations 2012 and ensure compliance with the Council's Asbestos policies and procedures by self and all staff, contractors and suppliers in your service area

### **Business Continuity**

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

## **DIMENSIONS OF THE ROLE**

- Number of Cyclical Works completed: c. 1000 per annum
- Number of Planned Works completed: c. 550 per annum
- Number of Improvement Works completed: 100 per annum
- Number of Major Adaptations: c. 20 per annum
- Number of strategic contract meetings to be contributed to: Minimum 36 per annum

## **AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT**

Decisions will include, but are not limited to:

- Attending site and carrying out inspections of works and the materials used
- Providing on-site advice on quality control and contract interpretation
- Dealing with Planned Works projects and programme enquiries
- Supporting the management of budgets in excess of £7m per annum
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## **PLANNING/ORGANISING/CONTROLLING**

- Carrying out Health and Safety inspections and preparing reports
- Attending weekly operational contract meetings and help co-ordinate changes to service delivery as required
- Contributing to contract meetings to ensure agreed outcomes are achieved

- Contributing to dealing with underperforming contracts including health and safety breaches
- Dealing with correspondence, complaints and Members enquiries

## CUSTOMERS AND CONTACTS

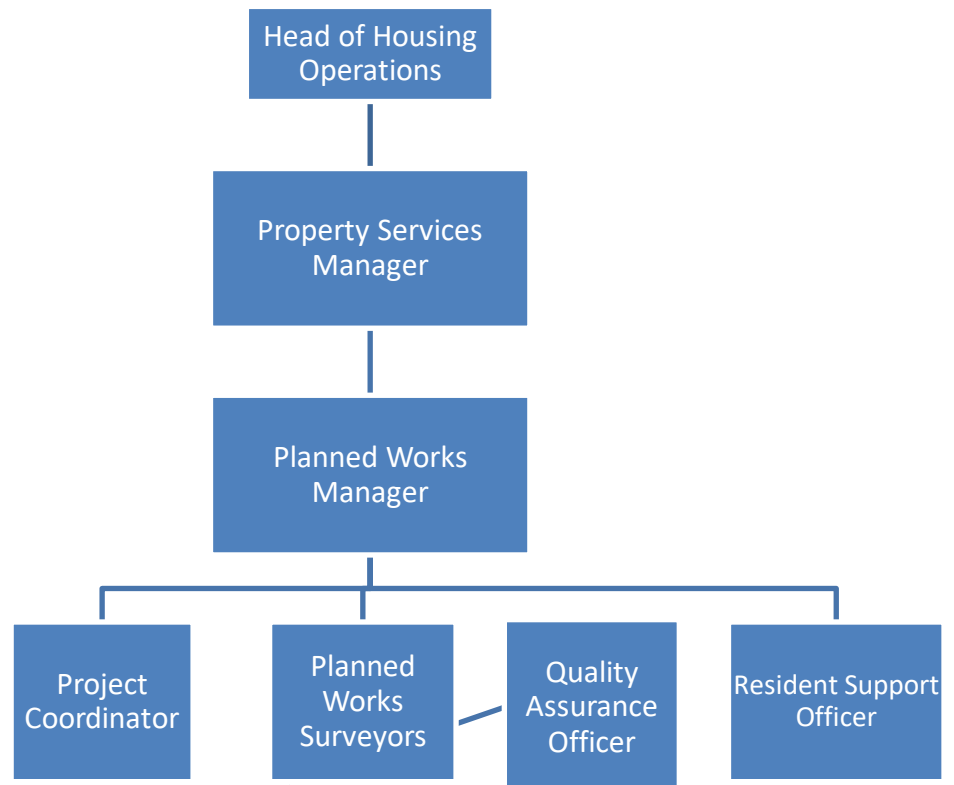
### INTERNAL

- All staff and members within the Council

### EXTERNAL

- Tenants, leaseholders, tenant and resident groups, members of the public, contractors, suppliers, service providers, the Police and other agencies

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
<b>QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE</b>	Good general standard of education at GCSE level or equivalent including English and Maths	<b>A/C</b>	HNC/D in Building or another equivalent technical qualification in construction	<b>A/C</b>
	Good IT skills with knowledge of Microsoft Office	<b>A/I</b>	Evidence of regular study in support of Continued Professional Development (CPD)	<b>A/C</b>
			Eligible for membership of the Institute of Clerk of Works	<b>A/I</b>
<b>KNOWLEDGE / TECHNICAL SKILLS</b>	Experience of working in a fast paced Housing Maintenance Environment (or similar)	<b>A/I</b>	Experience of working as a Clerk of Works within Construction Projects.	<b>A/I</b>
	Knowledge of best practice in planned works	<b>A/I</b>	Experience of working in social housing	<b>A/I</b>
	Knowledge of a range of forms of contracts including JCT, TPC and Partnering	<b>A/I</b>	Knowledge of Party Walls regulations	<b>A/I</b>
	Knowledge of good practice in health and safety, especially lone working, asbestos, construction health and safety and safeguarding	<b>A/I</b>	Ability to undertake housing stock condition surveys	<b>A/I</b>
			Experience of delivering services in line with budgets	<b>A/I</b>
			Awareness of Safeguarding	<b>A/I</b>
<b>COMMUNICATION</b>	Ability to communicate clearly and effectively to achieve the purpose of the post	<b>A/I</b>		

<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	<b>A/I</b>		
	Demonstrate the importance of the customer journey and the provision of customer service excellence.	<b>A/I</b>		
<b>TEAM WORKING</b>	Ability to build collaborative relationships and a sense of team work	<b>A/I</b>		
<b>MANAGING SELF AND OTHERS</b>	Ability to constructively challenge underperformance and influence change to improve service delivery	<b>A/I</b>		
	Ability to manage self and to prioritise workload and meet targets in a busy environment	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Takes personal responsibility and ownership for decisions, actions and consequences and learns from experience	<b>A/I</b>		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	<b>A/I</b>		
	Drivers license and car for work purposes	<b>A/I</b>		

**How assessed**

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check

E = Exercise  
 I = Interview  
 M = Medical assessment

For Official Use only			
<b>Job title:</b>	Quality Assurance Officer	<b>Post no:</b>	HF47
<b>Service:</b>	Housing Operations	<b>JE score:</b>	282
<b>Team:</b>	Property Services	<b>Pay band:</b>	7
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Part Time 14.5 hrs/ Two days week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>2</b>	
	Customer Service:	<b>3</b>	
	Team Working:	<b>2</b>	
	Managing Self and Others:	<b>2</b>	
	Can do approach/Results	<b>2</b>	
<b>REVIEWED BY:</b>	<b><i>Matt Alexander</i></b>	<b>DATE:</b>	Sept 2022
<b>CHECKED IN:</b>	Human Resources	<b>DATE:</b>	June 2019
<b>LAST UPDATED:</b>		<b>DATE:</b>	