


Hanover (Scotland) Housing Association Ltd

| JOB DESCRIPTION | | |
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| Position: | Clerk of Works |  |
| Department: | Asset Management | |
| Reports to: | Contracts Supervisor | |
| Band: | F | |
| Date: | May 2016 | |

Purpose of Job

To provide technical expertise and project support across the full range of Hanover's asset management projects.

To act as the key customer liaison contact before, during and after major works in fully or partially occupied schemes, ensuring that our customers are left fully satisfied with works to their properties and buildings.

Main Duties and Responsibilities

1. Review the technical aspects of a project at design and planning stage in conjunction with the Asset Management team ensuring that these are coordinated and take account of Hanover's Design Brief.
2. Examine drawings, specifications and consultant's variation instructions to ensure compliance with Hanover's requirements, checking for errors, omissions and discrepancies.
3. Monitoring the works on a day to day basis to ensure the project is progressed to schedule with satisfactory quality control, technical and material standards being maintained including inspection of materials and manufactured off-site items as required.
4. Attending pre-contract and site meetings including where required, deputising for the senior officer as Hanover's representative, taking minutes where required.
5. Identifying actual or potential technical problems, cost and time over-runs, assisting in identifying solutions, undertaking all necessary liaison with Asset Management staff, consultants and contractors.
6. Maintaining a daily site diary, settling minor problems of detail arising on site to ensure that works proceeds in an effective, safe and economical manner and give directions contractor on such matters as may be delegated by the Contract Administrator.
7. To establish and maintain suitable site records of current and superseded drawings, specifications and other relevant documents for quality monitoring purposes.
8. To maintain weekly records and provide monthly reports to and Contracts Administrator and line manager for each project regarding :

- Work quality
 - Factors affecting the works programmes
 - Technical or design problems
 - Potential defects and actions taken/proposals for their rectification.
 - Other factors influencing costs
 - Client Health and Safety responsibilities under the Construction (Design and Management) Regulations
9. To take, save and maintain a systematic, chronological record of works progress photographs.
 10. Examine contractors' day work sheets in respect of time and materials only.
 11. To maintain effective liaison with the contractor, consultants and other external agencies during the works organising and facilitating handover of the completed project ensuring the preparation of the relevant Operation and Maintenance manuals, commissioning and witnessing schedules, as built / as installed drawings and other such information.
 12. To represent Hanover at witnessing and commissioning tests where appropriate.
 13. Ensuring any necessary statutory inspections are conducted at the necessary stages in the construction process and are recorded appropriately.
 14. Prepare snagging lists for the contractors' attention during the course of the works.
 15. Carry out post-occupancy visits to the tenants to advise and assist in the operation and understanding of new equipment and installations.
 16. Manage and administer tenant satisfaction monitoring related to the works at local level.
 17. Assist senior officers and the Contracts Administrator to consult with tenants and tenants' groups, arranging meetings to communicate programme reviews, receive tenant feedback and discuss any other agenda items.
 18. Visit tenants directly to explain the nature and scope of the work involved, conduct site introductions, record condition inspections prior to works commencing, conduct tenant choice exercises, ascertain individual requirements in conjunction with Customer Services staff, arrange appointments / start dates and monitor access to individual properties.
 19. Liaising with the contractor to ensure that customers' specific or special needs are identified and that communication and working practices are adjusted accordingly where practical.
 20. Act on tenant complaints related to the works, recording and resolving front line complaints, identifying issues to avoid reoccurrence. Assist in processing any minor insurance claims which may arise from the works.

21. Liaise with tenants in conjunction with Customer Services staff and others in relation to potential decant requirements during major works.
22. Carry out defects inspections, liaise with tenants and advise contractor of defective works, monitor contractors' performance in rectification of defects.
23. To undertake any other duties as required by the Director of Asset Management.

Responsibility for Staff:

There are no staff reporting directly to the post holder.

Working Relationships

The list below provides an outline of relationships:

Internal

- Liaison and reporting to/communicating with Staff of the Asset Management Department including the Director, Contracts Supervisor, Project Manager, Project Officer, Maintenance and Building Services managers, Property Customer Services staff for the purpose of proper carrying out of the duties listed above.
- Liaison and reporting to/communication with Customer Services Department staff at all levels who are affected by the planning, carrying out, ongoing management and satisfactory completion of works, ensuring that colleagues are involved and updated properly regards all stages of progress. Part of internal team delivering participative project management to tenants.
- With staff of Strategic Finance Department regarding the provision and use of financial information related to planned work and work in progress or completed.
- With staff of the Hanover's Chief Executive's and Organisational Services Departments as required for performance of the job.

External

- Liaison and reporting to/communication with managers of contractors undertaking works for Hanover, ensuring these are undertaken properly (with relevant supporting documentation), remedial measures identified and implemented/escalated internally to line management as necessary.
- Liaison with Hanover's tenants in a fully participative process explaining the nature of planned projects, how and when these will be implemented and managed, the effect of works on tenants' living arrangements and ongoing progress updates at all stages.
- To be Hanover's first level contact with third parties visiting the location of works e.g. contractors, sub-contractors, visitors, maintaining appropriate records.

Job Context and other Relevant Information

The Post Holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the service and the Association.

Signed Line Manager (if applicable)

Signed Post Holder

Person Specification

Job Title: Clerk of Works



As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

| Criteria | Essential/Desirable |
|--|---------------------|
| 1. Skills/Abilities/Knowledge <i>This section specifies the skills; abilities and knowledge the post holder must have to perform satisfactorily.</i> | Essential |
| <ul style="list-style-type: none"> Skilled in works specification and planning, inspection and monitoring of delivered work quality, materials used and ensuring effective remedial actions taken timeously and reported. | Essential |
| <ul style="list-style-type: none"> Skill noted above to apply to all trades works. | Essential |
| <ul style="list-style-type: none"> Knowledge of and skills in interpreting / ensuring application of work plans, instruction, drawings and other documents related to project delivery. | Essential |
| <ul style="list-style-type: none"> Ability to work in accordance with all applicable statutory regulations ,all applicable health and safety legislation, ensuring their proper application for safe working on site. | Essential |
| <ul style="list-style-type: none"> Skills in budget/ expenditure monitoring to ensure proper reporting of variances/risk of variances. | Essential |
| <ul style="list-style-type: none"> Skills in influencing others effectively to progress works wherever possible in a team approach with contractors. | Essential |
| <ul style="list-style-type: none"> Able to explain clearly to customers in layman's terms the nature of works planned or to be undertaken, how these will be managed, implications for customers, and deliver effective communication throughout project. | Essential |
| <ul style="list-style-type: none"> Skilled in preparing, implementing and monitoring health and safety management systems and reporting on construction sites and repair/rehabilitation works. | Essential |
| <ul style="list-style-type: none"> Competent user of standard software applications-Word, Excel or equivalent and email. | Essential |
| 2. Experience <i>This section specifies the level and quality of experience required.</i> | |
| <ul style="list-style-type: none"> Over 5 years' experience of applying the above skills and knowledge to new build, rehabilitation and repair projects. | Essential |
| 3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i> | |
| <ul style="list-style-type: none"> HNC or equivalent in a building and construction discipline | Essential |

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| <ul style="list-style-type: none"> Construction Skills Certification Scheme (CSCS) Site Safety White/Yellow card-professionally qualified person | Essential |
| 4. Other <i>This section specifies other factors which may be necessary.</i> | |
| <ul style="list-style-type: none"> There will be travel associated with the post for which expenses will be paid, therefore the use of a car and the possession of a current, full driving licence is essential. | Essential |
| <ul style="list-style-type: none"> Standard Disclosure of criminal records applicable given work involves contact with vulnerable adults | Essential |
| 5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and codes of practice | Essential |