


Hanover (Scotland) Housing Association Ltd

| JOB DESCRIPTION | | |
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| Position: | Contracts Officer |  |
| Department: | Asset Management | |
| Reports to: | Planned Maintenance Manager | |
| Band: | F | |
| Date: | Jan 2018 | |

Purpose of Job

To ensure the provision of a cost effective Asset Management service across all programmes within a designated area. The remit covers all structural maintenance and facilities (including landscape maintenance) on each development but excludes mechanical and electrical plant.

Main Duties and Responsibilities:

Planning, Budgeting and Awarding of Work

1. To plan and carry out a minimum of four documented inspection visits annually to each development to identify any maintenance requirements and organise the appropriate response.
2. To plan and produce annually, detailed assessments for each property within the designated portfolio, to identify and prioritise the need for any upgrade works and to ensure that the Planned Maintenance Programme (PMP) is updated accordingly.
3. To undertake stock condition surveys, assess properties to ensure compliance with statutory regulations and update the database accordingly, reporting any significant failings to the Planned Maintenance Manager (PMM)
4. To identify and consolidate annual PMP and cyclical contracts in advance of the defined procurement period and in line with Target Operating Model, ensuring all projects are delivered and progress tracked and updated on the Planned Maintenance Register.
5. To prepare full packages of contract documentation and specifications for all approved works within the PMP ensuring the proposed works adequately protect or improve Hanover's assets.
6. To work with the Centralised Procurement Team (CPT) to undertake procurement and tendering exercises, using web-based portals where required, to comply with Scottish Government legislation. Construct tender scoring matrices and use same to produce tender reports for approval.
7. To work with the CPT to award business on the basis of cost, quality and sustainability criteria, within defined budget expenditure and within procurement policy. Ensure all administrative and record-keeping procedures for the tendering and awarding of contracts are implemented.

8. To hold pre-start meetings with residents and contractors in line with Project Management procedures and processes.
9. To ensure contractors satisfy all Health & Safety at Work regulations, CDM regulations, asbestos surveys, and any other applicable legislation prior to starting contracts on site.

Management of Works

10. To project manage delivery of awarded contracts, to ensure all works undertaken improve the standard of the Association's assets and adhere to its requirements. Carry out post-inspection evaluations and obtain customer satisfaction feedback to comply with key performance criteria.
11. Work with the PMM to keep programme records updated regularly, adapting the programme to suit through additional project approvals or deferrals. To project manage PMP and Cyclical contracts, up to a total value of £1.5M, including all payment certificates, approvals and retentions.
12. To make recommendations to the PMM for the appointment of consultants and specialist contractors where required.
13. To liaise with staff and residents concerning PMP and Cyclical contracts. To deal proactively with resident, contractors and staff requests for alterations or additional work requests to the contract.
14. To participate in the preparation and on-going reviews of the PMP and Cyclical budgets for each property. To ensure proposed budgets and proposed years for future years' component replacements are as accurate as possible.
15. To attend and present reports to meetings of residents at Owner Occupied developments on PMP and Cyclical contracts, when requested by the Factoring Manager.
16. Make recommendations for the inclusion of additional contractors for planned and cyclical works.
17. To inspect properties, following requests for alterations or compensation claims.
18. To assist with any technical requests from the Asset Management team and report on specific contracts within the respective officer's geographic area.

Management Information

19. To update and maintain knowledge of all current relevant legislation requirements, attending and requesting appropriate training as required.
20. To participate in the regular review of Hanover Scotland's maintenance policies and procedures and comply with all requirements to ensure good practice is maintained.

21. Answer all relevant queries raised from Sheltered Housing Managers, tenants and other staff according to Hanover Scotland's maintenance policies and procedures. To relay any queries not within role remit to other relevant staff for timely response.
22. To liaise with the Development Manager or Officer concerning new schemes, manage any defects liability repairs and monitor execution of same. Assist in the preparation of final defects lists as necessary. Recommend any changes to the design brief.
23. To deal with insurance applications and claims above the agreed excess limit and process in accordance with the Association's policies and procedures.
24. To inspect vacant dwellings, where required, to assess and instruct necessary repairs, advising others of any potential recharges
25. To inspect annually and update records for any asbestos containing materials, complying with the Association's policies and procedures in relation to managing asbestos in line with the Control of Asbestos at Work legislation. Assist in the maintenance of the Asbestos Register. Process orders, where required, for any destructive surveys prior to relevant planned maintenance works.
26. To liaise with occupational therapists to ensure aids and adaptations works are completed to the required specification. Manage adaptation works up to a collective value of c. £300K per annum, to include full project management duties and responsibilities.
27. To liaise with all Departments internally to ensure good flow of information. Liaise with external agencies such as social services, contractors, local planning and building control departments, consultants, statutory authorities and funding agencies as required
28. To assist colleagues with repairs queries requiring a diagnostic assessment via Contract Manager Request Form to enable remedial works to be specified
29. To assist and share knowledge and experience with colleagues as required, and to attend training events as required by the PMM or Head of Asset Management (HoAM).
30. To provide technical advice and assist in relevant matters relating to factored properties and owner-occupiers' common areas and liaise with external agencies and other Association staff as required.
31. Liaise with the Factoring Manager and residents to provide costs for works required at our factored properties in your area.
32. Any other duties as delegated by the Director of Asset Management and HoAM.

Responsibility for staff: No staff reports to the post-holder although under legislation the post-holder will have responsibility for consultants, contractors, and other relevant involvement within the remit of the contract.

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.
- Have due regard to the Association's current management arrangements in line with GDPR. 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.
- 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: Maintenance Officer

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 |
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| 1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the post holder must have to perform satisfactorily.</i> | |
| <ul style="list-style-type: none"> Basic computer skills, including experience using Microsoft Windows, Excel, word-processing & e-mail. | Essential |
| <ul style="list-style-type: none"> Skilled in managing contractors from day to day to major cyclical and other large scale repairs/refurbishment. | Essential |
| <ul style="list-style-type: none"> Fully skilled in project planning, control, review and reporting. | Essential |
| <ul style="list-style-type: none"> Clear and effective communicator at all levels including the ability to explain technical information to laypersons in consultation. | Essential |
| <ul style="list-style-type: none"> Technical knowledge sufficient to plan and oversee multi-works contracts. | Essential |
| <ul style="list-style-type: none"> Fully conversant and able to ensure compliance with workplace health and safety and CDM requirements | Essential |
| <ul style="list-style-type: none"> Ability to deal with the general public | Essential |
| 2. Experience <i>This section specifies the level and quality of experience required.</i> | |
| <ul style="list-style-type: none"> Minimum of 3 years previous experience in a similar or related role | Essential |
| <ul style="list-style-type: none"> Experience of diagnosing the cause of building defects and specifying remedial work | Essential |
| <ul style="list-style-type: none"> Experience of inspecting component condition and forecasting remaining life | Essential |
| <ul style="list-style-type: none"> Experience of drawing up specifications, following tender procedures and writing reports | 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"> Relevant qualification in a construction or maintenance discipline. | Essential/Desirable |
| <ul style="list-style-type: none"> Minimum required level of HND | Essential |
| <ul style="list-style-type: none"> Preferred Degree level qualification in relevant discipline | Desirable |

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| 4. Other <i>This section specifies other factors which may be necessary.</i> | |
| <ul style="list-style-type: none"> • A current and preferably clean driving license | Essential |
| 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 |