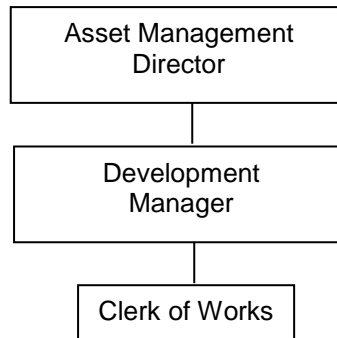


Job Title: Clerk of Works Division: Asset Management	Job Holder:	Grade/salary £29825 -£34,995 (Norm is to commence at bottom of scale.) + £990 p.a. essential car user allowance
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Position of Job in Organisation Structure:



Main Purpose of the Job;

To ensure that the Association’s development and planned maintenance contracts are designed and constructed to the highest possible standards.

To liaise closely with asset management and development staff supervising the contracts, and with Tenants and other departments directly affected by the works carried out by the department.

To provide feedback to the Asset and Development Managers on the performance of contractors and consultants in terms of contract progress and the quality of completed works.

Core responsibilities:

1. Ensure that asset management contracts are designed to the highest possible quality standards taking account of the design, specification and future maintenance costs for the Association
2. Ensure that the quality of work by contractors is of the highest standard and complies with the Association’s requirements, Planning Approvals, Building Standards, British Standards and Codes of Practice and all applicable European regulations and standards
3. Liaise closely with asset management and development staff responsible for the supervision of contracts to ensure that the Contract Design and Specification is adhered to and, where variations are required, that these are implemented whilst maintaining the contract on time and within budget
4. Provide a pre and post Inspection service for Care and Repair providing feedback on performance of contractors and quality of work to the Development Manager and providing advice, support and ensuring customer satisfaction to clients.
5. Provide feedback to asset management and development staff on the performance of contractors and consultants in terms of contract KPIs and the quality of the completed contract

Key results/outcomes/impact

- a. Quality KPIs met or exceeded for all asset management contracts
- a. KPIs for customer satisfaction met or exceeded
- b. Defect KPIs met or exceeded
- c. Compliance with all regulatory and statutory requirements and regulations
- a. KPIs for project delivery met or exceeded
- b. KPIs for customer satisfaction met or exceeded
- c. KPIs for capital and overhead income and expenditure met or exceeded
- a. KPIs for project delivery
- b. KPIs for customer satisfaction
- c. KPIs for delivery of the service
- a. Performance standards met or exceeded for all contracts and contractors

<p>6. Provide feedback to the asset management and development staff on quality and other issues to be taken into account when preparing Tender documents for subsequent projects</p> <p>7. Ensure a commitment to customer focussed service and high quality</p> <p>8. Maintain links within asset management department and with operations, finance and business services departments</p> <p>9. Manage operational relationships with contractors and consultants</p> <p>10. Ensure contractors conform to current Health & Safety legislation</p>	<p>a. KPIs for customer satisfaction met or exceeded</p> <p>a. KPIs for customer satisfaction met or exceeded</p> <p>a. Appropriate record keeping for all planned and cyclical maintenance, service contracts and factoring service</p> <p>b. Internal service level agreements met or exceeded</p> <p>c. Schedule of internal communications met</p> <p>a. Performance standards met or exceeded for all contracts and contractors</p>
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Accountability:

Approximate Departmental Budget per annum:
 New Development - £10m
 Care and Repair - £1.3m
 Factoring Service - £150,000

KPIs:
 Departmental KPIs
 Budget Control
 Project Delivery
 Defects
 Customer Satisfaction

Responsible to: Development Manager

Responsible for: N/A

Key relationships with:

Internal:

Asset and Development Managers to achieve departmental objectives
 Development and Planned Maintenance Officers and Admin staff to ensure quality of completed contracts
 Finance, Housing Officers and Scheme Managers to deliver contracts

External:

Local Authorities; Planning & Building Control
 Emergency Services Liaison Personnel
 Contractors
 Consultants
 Customers

Essential skills, experience and competences:

Knowledge: Construction Best Practice, Planning and Building Control Standards, British Standards and European Regulations; Maintenance implications of different methods and materials for construction; Obligations and requirements of building owners and landlords; Building costs to understand implications of instructions made on contracts; Standards of customer service

Successful experience: Property maintenance; Budgetary responsibility and control; Project or construction management; Performance management; Delivering a customer focussed service; Management of external contractors/consultants

Skills and competences: Effectively supervising quality of work on simultaneous projects; Dealing with contractors, consultants and other external agencies; Dealing with members of the public, Customers and other owners; IT skills to use housing maintenance database, spreadsheets etc

Qualification levels:

- HNC in Building/or equivalent
- Member of Institute of Clerk of Works/or equivalent (Desirable)
- Relevant Building/construction qualifications

Other

Current driving licence and access to own car to undertake travel in Tayside, West Dunbartonshire and the Highlands to meet the requirements of the post.

Sign off **Date**

Specific targets agreed:

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Review date.....