



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Planned, Cyclical and Estate Maintenance Officer	Role Profile Number:
Grade: N Salary:	Date Prepared: 15th June 2021
Directorate/Group: Operations	Reporting to: Planned, Cyclical & Estate Works Delivery Manager

Job Purpose

The post holder will be support, administer and deliver Cyclical Maintenance and Improvement works throughout the Councils property portfolio.

The post holder will champion innovation, supporting the commissioning and procurement of workstreams, improving the service to our customers.

Key Accountabilities

- Ensure effective project management and contract administration of the works.
- Ensure comprehensive contract documentation and drawings including specifications to communicate to the contractor the works required
- Ensure expenditure is managed within the available budget and strictly in accordance with levels of delegated authority and the Council's Financial Regulations
- Ensure all construction work is carried out in accordance with the latest Health and Safety, and Construction Design and Management Regulations
- The contractors performance is managed to ensure a high level of tenant satisfaction is achieved
- Ensure documentation and certification are completed and computer records are updated to assist with business planning
- Ensure services are efficient, continually improving and responsive to tenants and residents changing needs
- Manage and authorise work orders and variations including negotiating schedules of rates, resolving invoice disputes and contractual claims and approving payments for completed work
- Monitor and report on contractors' performance and completion of works
- Initiating corrective action for poor performance by operatives and contractors in adherence with the Council's policies and procedures.
- Ensure all works are in compliance with Building Regulations and planning where required.

- Identify property boundary responsibilities before undertaking works.
- Answering any correspondence from tenants and leaseholders, tenants representatives, Members of the Council and Members of Parliament with respect to the planned maintenance works complaints or enquires about service delivery relating to the Council's housing stock
- Attend public meetings with tenants, leaseholders and building users both during and out of normal office working hours and at weekends including preparing and presenting reports and briefings at such meetings
- Provide evidence to the Health and Safety Executive, Police and Judiciary in respect of relevant issues including attending Court as a witness on behalf of the Council

Supplementary Accountabilities

- Promote locality working and support tenant and leaseholder groups
- Promote customer care, equality and diversity best practice.
- Attend information events and meetings outside normal office working hours and at weekends as and when required
- Chair meetings and represent the Planned Maintenance Manager as and when required
- Participate in continuous professional development

NOTE: This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- 2 years' experience of delivering Capital and Planned Maintenance programs
- A good understanding of contract administration
- Significant experience of managing budgets
- Detailed knowledge of construction health and safety, and the duties of Construction Design and Management Regulations
- Detailed knowledge of planning and building regulation legislation
- Detailed knowledge of relevant legislation and good practice
- A proven commitment to partnership working and engaging service users in service development

Qualifications

- ONC/HNC in Construction or equivalent experience and/or qualification
- Current driving licence

Decision Making

- Diagnosing and recommend solutions for planned maintenance works
- Deciding on most cost effective solution to carry out contract delivery.
- Approving expenditure and manage programmes within budget
- Initiating corrective action for poor performance by contractors

Creativity and Innovation

- Identifying and introducing service improvements
- Flexibility in delivering of planned maintenance programmes.
- Producing communication presentations and articles

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • No direct staff responsibilities • Key accountability for forming and maintaining professional relationship with the supplier partnership for delivery of contracts • Pre-inspection of work orders • Production of work orders • Post inspection of completed work orders • Payment of completed works orders 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Yes</p> <p>Works</p> <p>Council owned property</p>
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Maintaining good relations with tenants and leaseholders of Council owned property
- Working in a collaborative manner with premises managers of operational Council owned property and tenant and leaseholder representative groups to help solve complex property challenges
- Giving specialist and general property advice to local Councillors and Members of Parliament
- Producing policies, standard letters, written reports, presentations and form templates

Other Key Features of the role *(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)*

- Telephone and face to face dealings with tenants and leaseholders who are complaining about poor service delivery
- Managing and negotiating contractual claims with contractors
- Ability to make site visits to inspect building premises throughout the Borough

<p>NAME</p>	<p>Print Name:</p>
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Date:	
Line Managers Signature:	Print Name::
Date:	