

Programmed Works Officer

**Salary – PO3 £35411 - £38296
(23/24 pay award pending)**

An opportunity has arisen for a Programmed Works Officer. Based in Shrewsbury, but with travel across the county to the Bridgnorth and Oswestry areas, you will be responsible for the successful management and delivery of projects in the major works programme.

You are also responsible for budgetary control, project procurement and management to ensure successful delivery of all allocated major works contracts, ensuring high levels of resident involvement throughout.

You will assist the Asset Manager in the supervision of the planned/cyclical housing maintenance contracts and technical services, in order to achieve/maintain Decent Homes standards, and provide/develop high quality, cost-effective and efficient services in accordance with the Organisation's policy and satisfy all statutory & professional requirements, particularly with regard to health & safety legislation.

Who are Shropshire Town and Rural Housing?

We are an Arm's Length Management Organisation with responsibility for the management of all 3995 Shropshire Council owned homes in the Oswestry & Bridgnorth areas. We put the needs of our residents at the centre of how we deliver our services, in line with our vision, **"listening to our residents, together we create quality homes and vibrant communities"**

What will you get in return?

- Up to 33 days annual leave per year, plus bank holidays
- Access to Local Government Pension Scheme (employer contribution rate of 19%)
- Hybrid Working Policy
- Employee Benefits Portal, including the introduction of a salary sacrifice car scheme
- Wellbeing Support Package, which includes access to top counselling and physiotherapy services
- Training and development opportunities

For an informal discussion please contact Helen Williams, Planned Maintenance & Sustainability Manager on 07807 664334 or Tom Forty, Operations Director on 07972 727522.

Please send your completed application form to jobvacancies@starhousing.org.uk

Closing dates for application: 9.00am, Monday 17th July 2023

Interviews week commencing 24th July 2023

Job Description

1a. Details of Post

Title: Programmed Works Officer
Post Number: TBC
Grade and SCP: PO3, SCP29 – 32
Reports to: Asset Manager

1. Main Purpose

The post holder is responsible to the Asset Manager who is in turn responsible for the post holders health and safety and training and development.

The Programmed Works Officer is responsible for the successful management and delivery of projects in the major works programme.

The post holder is responsible for budgetary control, project procurement and management to ensure successful delivery of all allocated major works contracts. The post holder will be responsible for progressing projects through to completion ensuring high levels of resident involvement throughout.

2. Key Responsibilities

You will be responsible for:

- Deputising as required in the absence of the Asset Manager.
- Assuming budgetary responsibility and delivery of allocated major works projects from inception to completion.
- Checking accounts, measures and invoices; monitoring budgets, preparing/ agreeing interim and final valuation payments in respect of planned, cyclical and term contracts.
- Undertaking project appraisals to ensure selected options achieve regulatory compliance objectives.
- Appointing required external contractors and consultants for allocated projects.
- Assist the Asset Manager in the supervision of the planned/cyclical housing maintenance contracts and technical services, in order to achieve/maintain Decent Homes standards, and provide/develop high quality, cost-effective and efficient services in accordance with the Organisation's policy and satisfy all statutory & professional requirements, particularly with regard to health & safety

legislation

- Ensuring effective resident consultation methods are employed throughout all project stages maximising resident involvement.
- Managing, coordinating and liaising with stakeholders including residents, housing management colleagues, contractors and consultants to achieve project aims.
- Briefing consultants to ensure project objectives are addressed. Where applicable on smaller schemes, develop specification and tender documentation in accordance with current best practice.
- Continuously improve processes and procedures for effective and successful project delivery.
- Providing planned and reactive technical input as required for organisational requirements.
- Managing allocated projects in accordance with all requirements to enable homeowner cost recovery providing full financial information and works justification.
- Ensuring relevant asset management systems are kept up to date.

A key facet of the role will be to ensure that your individual, team and service targets are met, whilst ensuring that your team delivers successfully in supporting the wider corporate and service objectives. You will also be expected to ensure the health and safety, as well as the wellbeing of employees whilst promoting equality and diversity.

These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of STAR Housing and changes affecting the workforce.

4. Performance & Customer Focus

The post holder will ensure that they:

- Adopt a customer focused approach when delivering their service, ensuring engagement with service users and maintenance of an appropriate personal profile.
- Act as an advocate for their service and work collaboratively with colleagues and partners and other stakeholders to meet the needs of the people they serve.
- Meet individual, service and personal development targets agreed through the Personal Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of STAR Housing.
- Work with colleagues to meet the team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of STAR Housing corporate and service objectives.
- Meet the behaviours and competencies expected by STAR Housing in the way in which they achieve their objectives and carry out their work.

5. Conditions of Service

The conditions of service are those laid down by STAR Housing, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

- a) The post is based at The Spruce Building, Shrewsbury, however a Hybrid Working Policy is in place.
- b) This post is subject to the following:
 - The post is Permanent for 37 hours per week.
 - Occasional evening work may be required.
 - The post is subject to the organisations' Annualised Hours Scheme.
- c) This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.
- d) Annual leave entitlement is 28 days per year, rising to 33 days after 5 years' service, two of which need to be held for Christmas Closure's. In addition, staff receive statutory bank holidays and a concessionary day at Christmas is given at the Company's discretion.
- e) The appointment is subject to two months' notice in writing on either side.
- f) The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.
- g) Smoking is not allowed in STAR Housing buildings, vehicles or in any STAR Housing places of work.
- h) It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on STAR Housing business at the rate of 45 pence per mile.
- i) The post may require attendance at meetings and events outside normal working hours, therefore a flexible working pattern within the hours for the post will be necessary.

6. Pre-employment Requirements

The appointment is subject to receipt of the following pre-employment checks;

1. Acceptable employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form.

Person Specification Programmed Works Officer

Attributes	Essential (E)	Desirable (D)	Method of Assessment A – application form, S – scenario, I – interview, T – test, P - portfolio
Qualifications (or equivalent skills)	<ul style="list-style-type: none"> A relevant professional qualification e.g. HND Building Surveying or Building Services or similar (E) 		Documents
Specialist Knowledge	<ul style="list-style-type: none"> Able to demonstrate understanding of issues relating to refurbishment, in particular affecting domestic properties (E) 		A & I
Skills	<ul style="list-style-type: none"> Understanding of Health and Safety requirements (E) Knowledge of relevant legislation and able to anticipate and plan for future changes in legislation (D) Able to work effectively with colleagues from a range of backgrounds (E) Ability to develop employees and maximise their skills (E) Able to analyse data effectively to oversee performance, identify trends and ensure timely corrective action is taken (E) Understanding of Decent Homes Standards and HHSRS (E) Project Management (D) 		A, & I
Performance	<ul style="list-style-type: none"> Experience of monitoring the delivery of programmes of work including contractors and consultants and taking corrective action at an early stage (E) 		

	<ul style="list-style-type: none"> • Knowledge of performance management (E) • Experience of target setting, and performance measurement in their area (E) • Ability to provide challenging feedback sensitively and constructively to improve performance outcomes (D) • Proven record of setting challenging but achievable targets for themselves whilst performing well against those targets (D) • Able to embed and instil performance ethos in team members to deliver performance outcomes (D) 	A & I
Leadership	<ul style="list-style-type: none"> • Ability to provide visible leadership and direction (D) • Ability to develop and empower others appropriately using a range of motivational skills (D) • Open, approachable, facilitative and persuasive (E) • Leads by example, inspires confidence and respect (E) 	A & I