

## Job Description and Person Specification

### Principal Home Improvement Officer

Job Details	
<b>Grade</b>	8
<b>Service</b>	Therapy and Enablement
<b>Location</b>	The Opal / Citywide
<b>Job Evaluation Code</b>	A6148

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

## Job Purpose

The 'Adaptations' team is part of the Therapy and Enablement Service. This team provides support to residents referred by other parts of the service who require adaptations in their homes which can be funded by a Disabled Facilities Grant (DFG). The purpose of the DFG is to make modifications to a person's home so that they can live more safely and independently at home. Typical adaptations include altering bathrooms to create level access showers; creating ramps; widening doorways; installation of lifts and where required, reconfiguration of or providing extensions to properties.

As the manager of this team, your main responsibilities are:

1. To provide technical and design expertise in relation to disabled adaptations and to support to the team to ensure work is completed to a high standard and meets regulations.
2. To lead the delivery of the statutory Disabled Facilities Grant and oversee the technical function in relation to surveying and building projects and external contracting arrangements.
3. To provide leadership, motivation, guidance and management for the team of technical officers and administrators.
4. To be a critical thinker who finds creative solutions to complex problems, displaying decision-making, whilst being flexible and caring.
5. To work with the Service Manager and Clinical Team Manager on detailed proposals regarding the impact of legislation, initiatives, and technology.
6. To oversee and lead on complexations designs, options appraisals, party wall act notices and planning applications.
7. To develop your own areas of specialist knowledge as a contribution to the overall development of the service area.

## Main Duties & Key Accountabilities

- To provide leadership, supervision, line management and guidance to the Adaptations Team Home Improvement Officers and Administrators to enable them to achieve team and individual targets.
- To develop and maintain partnerships and good working relationships with relevant stakeholders and outside agencies
- To Oversee and assist with complex adaptation designs, options appraisals, and all relevant statutory requirements including (but not limited to) Party Wall Act notices, Build-Over Agreements and building regulation and planning applications
- To survey and assess the homes of clients to determine their suitability for adaptation considering recommendations by occupational therapists, other health professionals and the client's own requirements.
- Provide detailed advice and recommendations for proposed works ensuring that they meet legislative requirements, national guidance and the council's financial assistance policies.
- To prepare and supervise the preparation of detailed designs, schedules of work, specifications and tender documents for works ranging from small adaptations and repairs up to and including extensions and property reconfigurations.
- To prepare technical plans, elevations, schedules and tender documents for new-build extensions.
- To be responsible for the Council meeting the requirements of the following roles under the Construction (design and management) Regulations (CDM) a) As principal contractor to plan, manage, monitor and coordinate health and safety in the construction phase of each case b) As designer, when preparing or modifying designs, to eliminate, reduce or control foreseeable risks that may arise during construction and the maintenance and use of a building once it is built. This includes providing information to other members of the team and to contractors to help them fulfil their duties 6
- To be responsible for ensuring that construction, adaptation, renovation and demolition schemes comply with all relevant planning and environmental legislation, building regulations, party wall procedures and the requirements of public utility companies. This includes the timely submission of applications to relevant bodies.
- To price works and evaluate tender documents and quotations to ensure good value for money • To agree a work plan with contractors considering variables such as planned breaks, the likelihood of inclement or cold weather, the client's particular needs and other constraints such as equipment delivery times
- To plan and organise regular site visits to ensure that work meets quality standards, compliance with regulations and contractual requirements
- To be responsible for agreeing and costing unforeseen and additional works following commencement on site, ensuring that all relevant parties agree and that the variation is properly appended to approval
- To be responsible for your own case work and prioritising your workload to ensure that projects progress in accordance with agreed project plans and clients' expectations.
- Manage and respond to complaints, disputes, and queries
- Develop and update policies and procedures for the Adaptations Team in conjunction with Clinical Team Manager and Service Manager
- Undertake specific projects or tasks as directed by Management.
- To compile reports on service and ensure compliance with KPIs set
- Any other duties and responsibilities within the range of the salary grade.

<b>Key Relationships</b>			
External:	General public – clients, their family / friends Building Contractors Private landlords Registered Social Landlords	Internal:	Therapy and Enablement Service Manager Clinical Team Manager Occupational Therapy Team Leads Occupational Therapists and Therapy Assistants Wider Team members such as Social Workers Building Departments – Building Control, Health and Safety, etc The Adult Social Care Management Team Caseworkers

<b>Standard Information</b>
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; Safety and the City Council’s Workforce Diversity and Inclusion Policies.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p><b>Training</b></p> <p>The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

<b>Responsible for</b>
Staff managed by postholder: Team of Home Improvement Officers Dedicated team of Administrators

Person Specification	
Requirements	
Knowledge	<ul style="list-style-type: none"> <li>• Thorough and up to date working knowledge of building construction / adaptations.</li> <li>• Understanding of housing issues relating to common types of domestic dwellings, their defects, and remedial works.</li> <li>• Knowledge of windows-based software Knowledge of CAD or other appropriate design software programmes.</li> <li>• Good Knowledge and understanding of legislation and regulations pertaining to Disabled Facilities Grants, and the ability to apply these purposes and requirements in real-life situations.</li> <li>• Detailed knowledge of Buildings Regulations, planning requirements, codes of practice, British standards and other requirements relevant to the work carried out by the team.</li> <li>• Detailed knowledge of the Construction (design and management) Regulations 2015 and, in particular, the responsibilities of principle designer and contractor roles.</li> <li>• Detailed knowledge of the Party Wall Act and the requirements and duties needed for the act when carrying out works affected by the legislation.</li> <li>• A good knowledge of other relevant health and safety legislation and related regulations, codes of practice, the correct use of tools and safe systems of work.</li> <li>• A good understanding of construction contract law sufficient to provide reasonable recommendations about how to tackle contractual failure, to ensure the correct treatment of unforeseen works and variations to reduce the risk of legal challenge.</li> <li>• A good understanding of procurement law and how it applies to small construction works and how it can be used in Best Practice for DFG funded works.</li> <li>• A good understanding of, and sensitivity towards, the needs and experience of disabled and vulnerable residents</li> </ul>

<p>Skills And Ability</p>	<ul style="list-style-type: none"> <li>• Management skills to enable you to lead, support, motivate and performance manage staff.</li> <li>• The ability to compile reports and gather, analyse, and interpret data to present to team members, managers, and other stakeholders Wide variety of communication and interpersonal skills, including written, video call, telephone etc.</li> <li>• Computer skills to use the Microsoft Office suite, and other office software appropriate to the role, (e.g. Civica CX) Recording skills to enable the production of accurate documentation</li> <li>• Numeracy skills to be able to cost estimates, carry out means tests and approve grants.</li> <li>• Conflict resolution and negotiation skills Analytical and reasoning skills to make decisions based on complex or conflicting information.</li> <li>• To identify and assess a variety of risks, such as lone working, asbestos, building site dangers, and to be able to mitigate these risks.</li> <li>• The ability to carry out site surveys in order to draw up accurate scale plans and elevations.</li> <li>• The ability to create plans ranging from a 'bird's eye' sketch plan to full construction drawings to enable therapists and families to make an informed decision about the adaptation's suitability, and for the contractor to be able to convert the plan into a functional adaptation. The ability to sensitively negotiate solutions to problems arising during building works with vulnerable clients and contractors.</li> <li>• The ability to effectively challenge poor performance of both staff and contractors and sub-standard workmanship.</li> <li>• The ability to be resilient when facing pressure from residents and contractors or when faced with challenging time constraints and decisions (e.g. when problems arise on site whilst works are being completed).</li> <li>• The ability to support staff to make appropriate decisions and empower them to be confident in their decision-making ability.</li> <li>• The ability to manage your own time and prioritise your own and your team's work.</li> <li>• The ability to understand and clearly communicate relevant housing legislation and council policies to both vulnerable residents, their families and/or representatives and colleagues.</li> <li>• The ability to drive.</li> </ul>
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Experience	<ul style="list-style-type: none"> <li>• Experience of managing, leading and developing people in the workplace.</li> <li>• Substantial experience of working in construction/housing Experience of compiling, interpreting and presenting data to inform decision-making. Experience of managing a construction service in a housing environment. Experience of administering building contracts.</li> <li>• Providing services and advice to the public.</li> <li>• Experience of drawing up detailed schedules and specifications for building works.</li> <li>• Experience of drawing plans using computer aided design software. Experience of working with vulnerable people in their home environment.</li> <li>• Experience of overseeing construction works, ensuring specifications are complied with, works are delivered in a timely and safe manner and service level agreements followed.</li> </ul>
Qualification	<ul style="list-style-type: none"> <li>• HND in construction or equivalent or demonstrable suitable experience in housing/construction.</li> <li>• In depth experience and knowledge in relevant area of work.</li> <li>• Maths and English at GCSE (or equivalent) grade C or above.</li> </ul>
Special Requirements	<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</li> </ul>

<b>Declaration</b>			
Reviewed/Created By:	Stacey Brown		
Job Title:	Clinical Team Manager	Date:	03.04.2025