

Job Description and Person Specification

Role: Principal Home Improvement Officer



Job Description

Job Title	Principal Home Improvement Officer
Grade	8
Service	Therapy and Enablement
Reports to	Clinical Team Manager
Location	The Opal / Citywide
Job Evaluation Code	A6148



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role

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

Core Duties

- 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

- 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.

Key relationships

External	Internal
General public – clients, their family / friends Building Contractors Private landlords Registered Social Landlords	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

Responsible for:

Staff managed by postholder: Team of Home Improvement Officers Dedicated team of Administrators

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Person specification

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Knowledge	
Thorough and up to date working knowledge of building construction / adaptations	
Understanding of housing issues relating to common types of domestic dwellings, their defects, and remedial works	
Knowledge of windows-based software	
Knowledge of CAD or other appropriate design software programmes	
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.	
Detailed knowledge of Buildings Regulations, planning requirements, codes of practice, British standards and other requirements relevant to the work carried out by the team.	
Detailed knowledge of the Construction (design and management) Regulations 2015 and, in particular, the responsibilities of principle designer and contractor roles.	
Detailed knowledge of the Party Wall Act and the requirements and duties needed for the act when carrying out works affected by the legislation.	
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.	
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.	
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.	
A good understanding of, and sensitivity towards, the needs and experience of disabled and vulnerable residents.	

Skills and Abilities
Management skills to enable you to lead, support, motivate and performance manage staff.
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.
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
Numeracy skills to be able to cost estimates, carry out means tests and approve grants.
Conflict resolution and negotiation skills
Analytical and reasoning skills to make decisions based on complex or conflicting information
To identify and assess a variety of risks, such as lone working, asbestos, building site dangers, and to be able to mitigate these risks
The ability to carry out site surveys in order to draw up accurate scale plans and elevations.
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.
The ability to effectively challenge poor performance of both staff and contractors and sub-standard workmanship.
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)
The ability to support staff to make appropriate decisions and empower them to be confident in their decision-making ability.
The ability to manage your own time and prioritise your own and your team's work.
The ability to understand and clearly communicate relevant housing legislation and council policies to both vulnerable residents, their families and/or representatives and colleagues.
The ability to drive.

Experience
Experience of managing, leading and developing people in the workplace.
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
Providing services and advice to the public
Experience of drawing up detailed schedules and specifications for building works
Experience of drawing plans using computer aided design software
Experience of working with vulnerable people in their home environment
Experience of overseeing construction works, ensuring specifications are complied with, works are delivered in a timely and safe manner and service level agreements followed.
Qualifications
HND in construction or equivalent or demonstrable suitable experience in housing/construction.
In depth experience and knowledge in relevant area of work
Maths and English at GCSE (or equivalent) grade C or above
Special Requirements
<p>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).</p> <p>The post holder must comply with Coventry City Council's health and safety policy and in particular is required:</p> <ul style="list-style-type: none"> • To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions • To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required

- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Date Created	22/01/2024	Date Reviewed	03/09/24
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