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| **Job title:** | **Technical Officer** |
| **Line manager:** | **Contracts Manager** |
| **Grade *(if applicable):*** | **4** |
| **Direct reports:** | **None** |



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| **Role purpose:** |
| One of our core priorities across all parts of the business is delivering an excellent experience every time to every resident, as well as working Better Together.  You will be part of our high performing Team helping us to ensure that our residents’ homes are safe and compliant with relevant legislation and industry best practice.  You will be reporting directly to a Contracts Manager and assisting our Team with the management and administration of compliance contracts. The primary focus of this role will be photovoltaics (PV) and electric vehicle charging facilities (EV) but could also include building services engineering, electrical safety, fire safety, asbestos management and/or other building management items. |
| **Key results:**  • Monitor and review documentation provided by contractors and consultants to ensure compliance.  • Keep accurate records of all work completed together with relevant certification to demonstrate legal compliance.  • Monitor contractor performance and report against key performance indicators.  • Generate schedules of work from standard documentation.  • Maintain a good background knowledge of engineering and compliance relevant to Asset Management.  • Assist with management of engineering construction and/or compliance related contracts. |
| **Success metrics:**   * Responding to all stakeholders within the agreed timescales and SLAs. * Positive feedback from customers. * Understanding and adhering to all relevant policies and procedures. * Align your working practices with our company values as well as customer satisfaction. * Show continuous improvement and innovation. |
| **About you:**  **You will be:**   * Self-driven and self-motivated. * Able to work within a team as well as individually. * Able to meet targets and deadlines whilst working under daily pressure.   **You will have:**  •You will be committed to delivering excellent customer experience – embodying our values every day in the way you deal with residents and colleagues.  • You will have excellent IT skills and be proficient with Microsoft Office applications including word and Excel data including V look up.  • You will be proficient in the use of database systems and or had experience with EDMS/Sharepoint as well as compliance portals.  • You will have a positive attitude with a proactive, enthusiastic and flexible approach to your work, allowing you to manage a complex workload.  • You will ideally have some technical, compliance related knowledge.  • You will be willing and capable of engaging with training on technical, compliance related subjects.  • You will be confident and able to maintain relationships with internal and external customers including contractors, residents and consultants. |