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| **Job title:** | **Clerk of Works** |
| **Line manager :** | **Senior Project Manager** |
| **Grade *(if applicable):*** |  |
| **Direct reports:** |  |



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| **Role purpose:** |
| To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers’ needs are met and the departmental/team objectives are achieved.  To ensure the quality of work delivered by the Group and contract partners complies with agreed specifications, standards and requirements, including control and validation of variations on site.  To communicate and liaise effectively with customers to achieve high levels of satisfaction and ensure customers are aware of the scope of work being delivered.  You will ensure the quality of work delivered by the group and contract partners complies with agreed specifications, standards and requirements, including control and validation of variations on site. |
| **Key results:**  To manage the quality and compliance for allocated Investment projects that form part of the Group’s capital and revenue Investment programme.  To deliver a high quality and 'best in class' service to customers demonstrated by high levels of satisfaction for each project.  To effectively manage relationships with key stakeholders, contract partnerships and supply chain to ensure contractual, procurement, statutory and regulatory compliance.  To work with consultants and Project Managers to scope work to be delivered for projects collecting necessary information and evidence to establish full pre-start costs to be compiled as per procedures.  To ensure projects meet requirements of the CDM Regulations and relevant Health and Safety legislation, regulations and Peabody policies.  To deliver continuous improvement in service delivery, quality and compliance for projects to contribute to the annual efficiency savings for Investment team and demonstrate VFM for each project.  To represent the department by promoting positively the performance of the Investment team to all stakeholders and partner agencies.  To identify and manage the business and operational risks for Investment projects allocated.  To provide technical advice to colleagues and stakeholders.  To ensure compliance with all relevant statutory and regulatory requirements.  To address complaints appropriately and within required timescales.  To undertake any other duties commensurate with this post, as directed in order to develop the role, achieve efficiencies and comply with changes in legislation or regulation |
| **Success metrics:**  To develop and maintain relationships with internal and external stakeholders in order to support our customers.  To assess clients’ needs to ensure effective service delivery.  To advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.  To support other members of the Investment team as directed.  To update and maintain systems/ records to ensure that information/data is kept up to date and accurate in line with the standards set out in the Hackitt Report, and that KPI’s are met.  To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.  To follow Peabody’s Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties. |
| **About you:**  **You will be:**  Ability to work independently, exercising good initiative and judgement.  Excellent written and verbal communication skills.  Proven time management and prioritisation skills.  Proven experience and ability to deliver excellent customer care and valuing diversity.  Proven attention to detail and ability to work on a variety of tasks simultaneously.  Ability to work under pressure and meet deadlines and targets.  To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.  Extensive experience as a Quality Inspector, Clerk of Works, Site Manager or similar.  Experience of conducting structural, condition and measured surveys.  Working knowledge of building construction, best practice and regulations.  Working knowledge of current forms of building contract and implementation.  Experience of managing and monitoring budgets, implementing action plans to address adverse variances.  Technical expertise sufficient to understand complex issues in construction, engineering and maintenance in the delivery of projects  **You will have:**  Desirable: NEBOSH, Site Management Safety Training Scheme (SMSTS) or equivalent qualification. MRICS, CIOB, Degree or HNC or equivalent relevant qualification |