

Designation:	Senior Technical Officer
Grade:	Stroud 6
Hours:	37 hours per week
Location:	Ebley Mill
Job Purpose:	Responsible for ensuring all contracts are delivered consistently to a high standard meeting agreed specifications and performance targets, achieve value for money and maintain high levels of tenant satisfaction
Responsible to:	Investment Manager
Responsible for:	Technical & Projects Officers x3, Technical Officer (Specialist Works) and Energy & Innovation Officer

KEY DUTIES

- To be responsible for the technical, diagnostic, and contract administration processes. Leading and supporting a team responsible for managing and delivering a range of capital and revenue projects providing an excellent service to all tenants and stakeholders.
- To deliver a consistent approach to contract management and proactively identify new opportunities for efficiencies in service delivery and improved Value for Money whilst maintaining a high-quality service
- Responsible for ensuring all contracts are delivered efficiently and effectively against agreed performance targets. Report on key performance indicators in line with agreed performance reporting timescales
- Oversee staff in terms of recruitment, training, support, and performance, including the management of regular and effective 121's for direct reports.
- To assist with the procurement of contractors and suppliers along with the development of specifications and evaluation of contracts in conjunction with key stakeholders
- To be responsible for ensuring all personal injury claims / disrepair claims are effectively managed along with implementing measures to prevent future claims from arising
- Contribute towards setting service related objectives for the Planned and Cyclical Maintenance functions in collaboration with key stakeholders, to ensure that services are at the forefront of sector innovation and best practice, including the effective use of technology
- Exercise budgetary and effective financial management controls
- Embed a strong performance culture and commitment to customer experience and satisfaction, ensuring the delivery of high-quality services

- Maintain and develop effective professional networks that will add value to the Planned and Cyclical Maintenance functions to ensure SDC is viewed as an influential and reliable partner
- Contribute to developing models and forecasts, including scenario testing and sensitivity analysis
- Ensure financial, technical, investment and assurance information is provided to the Investment Manager in a timely and consistent manner
- To support the Asset Data Team in ensuring all property related asset data including any observations & recommendations is being gathered from all relevant sources and assist in the identification of future Capital programmes
- Support the asset and maintenance planning cycle, and contribute to the development of organisational strategies
- Act as a point of escalation for the resolution of complaints and other issues in connection with the Planned and Cyclical Maintenance works from whatever source they may originate
- Fully conversant and compliant with current EU Procurement Directives, UK procurement legislation and the Council's Procurement procedures

SKILLS AND KNOWLEDGE

- Clear understanding of the section 20 process
- Ability to work unsupervised and manage workloads and deadlines for a number of tasks simultaneously
- Effectively develop solutions with minimal supervision
- Have a track record in delivering effective and varied contract management to a large portfolio of properties and associated budgets
- Experience of administering and managing contracts effectively
- Experience of contributing to the development and delivery of budgets
- Clear understanding of Health and Safety legislation pertaining to the construction industry including CDM and HHSRS
- Ability to build and maintain strong relationships with partners, operational teams, and service support teams in their designated area of responsibility
- Develop mechanisms and systems to promote joint working
- Experience of working with the public and politicians
- Experience of managing or supervising staff
- Have experience of presenting complex data to non-technical audiences
- Performance manage teams to maximise productivity
- Promote a climate of high performance and quality standards, continual improvement and value for money
- Fully IT Literate.

COMPLEXITY AND CREATIVITY

Required to exercise discretion in a range of areas where advice is not normally available and where policy, procedures and working standards provide only general guidelines.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to post holder's line manager
- Examining various reports, invoices, records, and statistical data highlighting to the post holders' and line manager anything where further investigation may be required or a decision needs to be made
- Work is carried out within defined rules and procedures involving decisions chosen from a range of established protocols, but may on occasion require challenge

CONTACTS

Members of the Council, members and staff of other local authorities'/partner agencies suppliers and contractors' members of the public, tenants and leaseholders

RESOURCES

Responsible for the proper use and safekeeping of, surveying, personal safety Equipment, and other low cost materials.

TRAVEL DESIGNATION

HMRC Mileage rates will apply

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.