WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Job description and person specification

Adaptations Technical Officer

Private Sector Housing, Housing & Communities Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

West Northamptonshire Council

Purpose and impact:

1. To work collaboratively with the Home Adaptations Team, and the Occupational Therapy Service to determine what works are 'necessary and appropriate' and, where these works are deemed to be 'reasonable and practicable' to design adaptation schemes and produce schedules of work and plans upon which contractors' quotations and the grant award will be based.

Accountable to:

1. This role is accountable to the Housing Adaptations Manager and has no management responsibility. The role sits within Private Sector Housing Services, part of the Housing and Communities Directorate in West Northamptonshire Council.

Responsibilities:

1. To undertake inspections of properties in response to applications for home adaptation assistance, consider the recommendations of the Occupational Therapy Service, against the consideration of 'reasonable and practicable'. Make recommendations for works that meet this requirement, undertake property surveys, produced schedules of work and plan for contractor tender.

2. To undertake feasibility visits in advance of home adaptation assistance with colleagues, particularly Occupation Therapy, consider the information being provided, assess the potential deliver of adaptations to meet the client needs. Make recommendations to the Occupational Therapy Service for inclusion in their recommendations.

3. Submit planning applications for home adaptations that are agreed through grant application as required, monitor and liaise with Development Control during the application process, keeping to customer involved, make appropriate amendments as necessary to facilitate planning approval.

4. Review tender submissions, ensure that the costs of work are reasonable and offer value for money, make recommendation for amendments when works exceed available funding, ensuring that all tenders are fully completed and that all items of work are correctly itemised and costed.

5. Provide for effective and proactive case management and site supervision, acting in the best interests of the client supervise contractors during adaptation projects, act as problem solver and progress chaser as appropriate, undertake completion inspections of works to ensure completion in line with the schedule of works. Ensure the submission of statutory certification prior to the approval of payments.

6. Monitor the completion of works, ensuring that levels of customer satisfaction ate achieved, that contractors are providing high quality services to our customers, and that payments are only authorised on evidenced inspection and completion of works.

7. To maintain personal professional competence and keep abreast of developments in relation to housing adaptations and the relevant legislation through research and reading, attendance of courses and briefings, and the use of established networks.

8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent interpersonal skills and the ability to communicate clearly and effectively with a variety of audiences, including Members, Senior Officers, landlords and letting agents, members of the public and the Council's partners	Essential	A, T, I, P, D
Extensive experience of working with vulnerable clients, including people with disabilities, older people, and families with children. Excellent verbal and written communication skills to ensure consistent and clear advice is delivered to vulnerable applicants and their advocates	Essential	A, T, I, P, D
Excellent negotiating and advocacy skills, and the drive and commitment to achieve positive outcomes for residents and service users	Essential	A, T, I, P, D
Ability to work on own initiative, prioritise work and meet tight deadlines	Essential	A, T, I, P, D
Ability to undertake property surveys to assess their suitability for adaptation	Essential	A, T, I, P, D
Experience of managing on-site projects in line with contract specifications.		
Ability to analyse, manage and interpret information and data, and to use it to inform decision making and improve services	Essential	A, T, I, P, D
Ability to use Computer Assisted Design (CAD) software	Essential	A, T, I, P, D
Ability to think and act strategically, using knowledge and experience to suggest and implement improvements to service delivery	Essential	A, T, I, P, D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I, P, D
Demonstrate the effective use of Housing / Regulatory Services IT applications that support the delivery of services, currently the Council use M3 for this purpose	Essential	A, T, I, P, D

Knowledge:	Essential / Desirable	Measured by
In-depth knowledge of the Home Adaptations regime, including the Housing Grants, Construction and Regeneration Act 1996; and the Regulatory Reform Order 2002 local authorities' functions in relation to home adaptations, and their practical application	Essential	A, T, I, P, D
Knowledge of Building Regulations, planning requirements, code of practice, British Standards, and other requirements relevant to the work.	Essential	A, T, I, P, D
Knowledge of the Construction (Design and Management) Regulations 2015	Essential	A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Experience of translating occupational therapists' recommendations into schemes of work that meet the needs of disabled people, are reasonable and practicable and provide value for money.	Essential	A, T, I, P, D
Experience of managing on-site projects in line with contract specifications.	Essential	A, T, I, P, D
Experience of operating within a political environment, including liaising with local Councillors and MPs	Essential	A, T, I, P, D
Experience of working collaboratively across a multi-agency environment, establishing and sustaining effective working relationships and partnerships	Essential	A, T, I, P, D
An understanding of equality and diversity	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Qualifications, or significant experience, in surveying in domestic property settings, project design, and implementation	Essential	A, T, I, D
Qualification, of demonstrable proficiency with the use of CAD systems for the production of domestic adaptation plans and schedules	Essential	A, T, I, D
Trusted Assessor Level 3 and/or Trusted Assessor Level 4	Desirable	A, D
Full driving licence and access to own transport for work purposes	Essential	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include Enhanced Disclosure and Barring (DBS) Service check

Day-to-day in the role:

Hours:	37 hrs per week	**Primary work base:**	One Angel Square (however expectation to work across West Northamptonshire)
Job family band:	Regulatory and Technical, Pay Band 7	**Worker type:**	Part-flexible
Salary range:	£40,484 - £43,177	**Budget responsibility:**	Yes
People management responsibility:	Yes		

Working conditions & how we work:
The work will involve visiting residential properties across West Northamptonshire for the purposes of undertaking housing inspections, this my include working at height, carrying equipment, and the exposure to housing related hazards

We are open to discussions regarding part time working, or flexible working patterns

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

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When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council