



Cumberland Council

Post Specification

Date	November 2023
Post Group Number	8128
Post Title	Housing Technical Officer (DFGs)
Job Family	Organisational Support
Job Family Role Profile	OS11
Final Grade	Grade 11

To be read in conjunction with the job family role profile

Service Area description

The role of Housing Technical Officer will sit within the Housing Team and is integral to the delivery of Disabled Facilities Grants in Cumberland and will provide essential service to enable customers to access grant funding to support them to remain safe, well, and independent within their home for as long as is possible.

Purpose of this post

To provide services of a technical or specialist nature on behalf of the Council across the west and south of the Cumberland administrative area.

The technical officer will provide a specialist technical and case management role that includes inspection and assessment of properties to facilitate Disabled Facilities Grants where grant applications have been received and meet the requirements of the Occupations Therapists recommendations.

The role will be responsible for preparing a costed schedule of works, specifying items to be grant aided and commission contractors on behalf of customers where requested.

This post holder will take the lead role in facilitating regular meetings with key stakeholders and have over-sight of works and meet with contractors to monitor and manage performance and quality of works that are being undertaken by the Contractor.

The post holder will take responsibility for signing off completed works and prepare paperwork to enable the budget holder to approve and authorise payments.

Key job specific accountabilities

- Carry out technical assessments of properties for which a grant application received and prepare a costed schedule of work, specifying items to be grant aided in accordance with the occupational Therapist recommendations
- Inspect/assess individual applications and use the approved schedule of rates and confirm that they are compliant with the Council's costing policy.
- Ensure that all plans are submitted in support of individual applications and meet the technical requirements of the scheme.
- Make recommendations where necessary to ensure that the equipment is appropriate for the customers and the property, and seek approval for additional funding if needed.
- To provide technical specialist advice, information and support on building and construction related issues to other Officers, Clients and Contractors as required.
- Work alongside colleagues to ensure applications are processed within a statutory framework and in line with the Council's Regulatory Reform policy.

- To provide support and assistance to applicants while contractors are on site, and resolve problems arising as appropriate.
- To examine works in progress, and ensure that work being carried out as per the specification and to timescale.
- To maintain records are accurate and up to date using the Council's Case Management system.
- Manage and monitor contractors, plan and meet regularly to ensure DFGs are being progressed in a timely manner, and are meeting the Council's KPI targets.
- Provide information that enables the Council to monitor performance, budgets and corporate KPIs, and complaints handling.
- Work with colleagues across the Council to determine and or recommend alternative solutions other than adaptations such as re-location to more suitable accommodation.
- Assist in maintaining Council's housing information held on the website.
- To support in the completion of statutory government returns in relation to housing.
- Support the development of new strategies, policies and processes.
- To support colleagues in the process and administrations of housing related grants to completion.
- To provide technical and administration support to customers for the services.
- To prepare letters in relation to grants and general property renovations.
- To be responsible for ensuring that all Housing Grants paperwork, leaflets and are accurate and up to date.
- To support in the development, use and updating of manual and computer systems, including specialist systems and processes within the service, to ensure a high level of accuracy of information is maintained.
- To actively assist in the introduction of new systems and techniques to generate efficiencies and improved ways of working.
- To support updating and maintaining accurate and up to date records for committed accounting, income and expenditure against budget allocations including monthly budget monitoring, to assist in forecasting and budget setting.
- To assist customers with payment of grants in accordance with financial regulations. Assist budget holders with the general accounting function of the service as required.
- To process enquiries, complaints and applications, advise customers accordingly by telephone, face to face, email, written communication in line with the Council's policy.
- To undertake other duties and responsibilities within the professional competence of the post-holder as directed by the Housing Manager

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• Prepare cost schedule of works and making recommendation for grant funding. • Sign off completed work and prepare paperwork to enable budget holder approval.
Staff Management Responsibilities	• Work across boundaries at an operational level, to ensure the service is inclusive and helps build individual capacity.
Other	• Keep up to date with policy and guidance in relation to Disabled Facilities Grants • Adhere to CCC safeguarding Adult protocol • Act as the point of contact with customer and contractors • Data collection, monitoring and report • IT equipment.

Essential Criteria - Qualifications, knowledge, experience and expertise

- Practical experience of building construction principles and practice.
- Ability to draw up schedules of building works.
- Ability to meet with customers and explain and discuss housing matters.
- Ability to negotiate with property owners.
- Interest in housing as an essential social and economic system

- Experience of working in and around construction sites
- Experience of providing specialist housing services, and in particular Housing Grants
- Experience in maintaining records to support budget monitoring.
- Knowledge of payments systems and financial regulations.
- Knowledge and understanding of Disabled Facilities Grants legislation.
- Knowledge of the welfare system, to be able to interpret and apply the rules around financial assessments/means testing
- Experience of working directly with customers to support them in their application for housing grants.
- Experience of working with key partners to support the delivery of Housing Grants
- Awareness of confidentiality and data protection issues.
- Computer literate in MS office packages (word/excel) email and internet usage.
- Able to negotiate and influence outcomes with householders, colleagues and partners.
- Experience in gathering intelligence to support reports and performance monitoring.
- Clear verbal and written communication skills
- A clear delivery focus that uses self-motivation.
- Ability to work on own initiative and as part of a team.
- Experience of working in an office environment
- Ability to work methodically and accurately with statistics and financial records.
- Excellent administrative, organisational and IT skills
- Ability to effectively handle sensitive and confidential information.
- Ability and awareness to use own initiative

Qualifications

- Relevant Degree Qualification and/or
- NVQ4/A Level or equivalent knowledge gained and can demonstrate significant experience gained.

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Basic Check

Job working circumstances

Emotional Demands	• working with vulnerable adults and young people with complex needs; • working with diverse client groups; • unpredictable demands and disruption to planned work
Physical Demands	• Essential car user, site visits • Inspections while contractors are on site and completion of work (requirement to wear appropriate PPE).
Working Conditions	• Lone working • Home visits • May work with high risk customers who can present with physical, learning disabilities • Travel within Cumberland

Other Factors

Council Values:

- Ambitious
- Collaborative
- Compassionate
- Empowering
- Innovative

Role Values

- Adaptable
- Challenger
- Enabler
- Inclusive
- Mediator
- Networker
- Relationship Builder
- Service Focused