

ROLE PROFILE



Role profile		
Title	Senior Community Connections Officer (Housing Improvement)	
Grade	GRADE F	
Reference:	N243	
Reports to:	Operational Manager	
Work style Definition	Office based hot-desk/touch down worker	
Primary purpose of role	Responsible for holding a complex caseload which requires more specialist knowledge and experience around Housing Improvement, Homelessness, Community Safety; and supporting the activities in navigating workflow from Community Connections Tier I to the Locality teams.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Carry out a range of property or site inspections and complete appropriate surveys in connection with grant applications, loans and statutory enforcement including designing & specify works in order to prepare for building/maintenance works to ensure budgets requirements are met (100%) 	Role measures <ul style="list-style-type: none"> To deliver the Disabled Facilities Grant or other assistance. Remove CAT I Hazards
Key activities	<ul style="list-style-type: none"> Provide appropriate support to staff in order to proactively problem solve and deliver agreed outcomes. Take a lead role in complex problem solving (10%) Monitor and work within cost limitations on individual grants i.e. DFG adaptations up to £30k, other assistance of up to allowable level, Empty Home Grants of up to £80k (10%) Administer statutory HMO licenses as required by the Housing Act ahead of authorization from either the Technical Lead or Operational Manager Quality assuring initial assessments at tier I and challenging the verdict where appropriate (10%) Reviewing resource management plans with the Operational manager and other Senior Community Connections Officers to identify areas of risk across the service and agree mitigating actions (5%) To design, specify and supervise specialist adaptation building/construction works as supported by mandatory grant assistance (20%) To survey, specify and supervise remedial building/construction works to ensure the Private Sector Housing Stock is renovated in line with applicable legislation (15%) To provide advice and support to landlords and assist tenants to resolve their complaints and realise their contractual rights (10%) Work with Partners and Stakeholders so that all adaptations and improvements are met within budget, timescales and of a high standard (10%) Respond to enquiries and complaints about housing conditions and statutory nuisance, and inspection of houses and assessment under the Housing Health and 	



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<p>Safety Rating System (HHSRS) and DFG's as appropriate (10%)</p> <ul style="list-style-type: none"> ▪ Undertake other duties appropriate to the role
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Evidence of practical and theoretical knowledge of domestic building construction, building industry practices and procedures ▪ Knowledge of procurement and contracting and how it works ▪ Knowledge of legislation or the ability to research and learn legislation i.e. Building Regulations, Equalities Act etc ▪ Qualifications to NVQ3 level with literacy and numeracy skills equivalent to Grade A-C in GCSE Maths & English or equivalent work experience in Home Adaptations.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Experience and knowledge of housing and the associated legislation, initiatives and processes that accompany them ▪ Qualification in Project Management ▪ ONC/HNC/HND in Building, Corporate membership of CIOB, RICS or eligibility for membership
Essential experience	<ul style="list-style-type: none"> ▪ Experience of appraising tenders and quotes for reasonableness of costings ▪ Experience of project work with knowledge of issues which can arise from working across a multitude of areas ▪ Experience of providing advice and guidance to staff and other stakeholders including planning and conducting consultation events
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of Planning, Designing and Project managing multiple projects
Essential skills	<ul style="list-style-type: none"> ▪ Creative and developmental skills required to interpret customer information, solve problems using strong analytical and judgment skills to evaluate situations and translate them within the home environment ▪ Developed negotiating and persuasive skills required to encourage others to adopt a particular course of action ▪ Able to work on own initiative with minimal supervision, understanding the need to escalate where and when appropriate ▪ Effective oral and written skills to enable communication at all of levels to ensure clarity and understanding, often translating complex legislation and guidance into plain English ▪ Proven ability to work as part of team and sustain good working relationships with both internal and external customers ▪ An ability to identify, document and manage risks associated with buildings, adaptations or improvements ▪ Keyboarding and ICT skills required to use the full Microsoft suite, send and receive emails, compile documents or presentations and conduct research. Skills will be required to use Computer Aided Design for some elements of work.
Corporate standards	
<ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	