



Broadland Housing Association and Broadland Development Services Ltd.



JOB DESCRIPTION

Job Title:	Clerk of Works
Reports To:	Head of Development Delivery
Team:	Post Contract
Directorate(s):	Development
Grade:	BHA G
Job purpose:	Working with the Head of Development Delivery to uphold the highest level of quality for the associations new build developments and ensure smooth delivery of the post completion defects process.

Overview:

1. Key skills to do the job

- Comprehensive knowledge of Building Regulations, Health and Safety standards and applicable construction legislation.
- An eye for detail and an attitude for “right first time” delivery.
- Knowledge and experience of frontline customer service and management of defects.
- Knowledge of new build residential construction, MMC, procurement and delivery to tight timescales.
- A positive and solution based attitude and outlook, with the customer being held at the forefront of decision making.

Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

Openness

You will admit to mistakes and learn from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- Ability to use strong collaborative skills to ensure effective and positive engagement with internal colleagues, external consultants and contractors.
- Ability to use excellent verbal and written skills to aid great customer service.
- Ability to use good planning and organisational skills.

3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- Ensuring the highest quality of construction, while maintaining programme delivery to meet the organisations aspirations.
- Providing regular reports and documented evidence of construction activities and progress.
- Ensuring accurate information and data is entered on to Broadland Business Systems.
- Linking with the Post Contract Administrator and the Head of Development Delivery to ensure all documentation and information is available at Handover.
- Managing the defects process through Broadland Business Systems during defect periods, including attending defect inspections with relevant parties.
- Ensuring all construction sites are working to the highest standards of Health and Safety compliance and all client duties under the CDM Regulations are being discharged.
- Regular customer engagement and acting a key point of contact for internal and external stakeholders on all new build developments.
- Coordinate with the Sales Manager to ensure all properties are ready for occupation at the point of legal completion.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission, values and behaviours of the Association's strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Association for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



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PERSON SPECIFICATION

Job Title: Clerk of Works

Essential Criteria

Qualifications

- 5 passes at GCSE Grade C / Level 4 (or equivalent level, to include Maths and English)
- Further higher education in a construction qualification
- Driving Licence.

Experience

- A clear demonstration of experience working in a Clerk of Works/Customer Care or very similar role.
- Participation in corporate projects.
- Collaborative working with own and other relevant teams.
- Digital competence.

Desirable Criteria

Qualifications

- Professional membership or affiliation to a suitable professional body. Preferably Member of the Institute of Clerk of Works and Construction. Inspectorate or Member of the Chartered Institute of Building or Member of the Royal Institution of Chartered Surveyors, Royal Institute of British Architects.
- Construction Health and Safety qualification(s)

Experience

- Experience of working within the affordable housing sector.
- Experience of customer facing role.