

## Clerk of Works

### Assets – Planned Delivery Team

Overview	
<b>Role Purpose</b>	Clerk of Works
<b>Reports to</b>	Senior Project Manager
<b>Line management</b>	n/a
<b>Competency level</b>	B
<b>Date</b>	May 2021

Job purpose
<p>Notting Hill Genesis Asset Management department manages and maintains excellent quality homes for those who could not otherwise afford them.</p> <p>Improving customer's homes so that they love where they live is at the core of the department who work together with the client (PRH Housing Operations Managers, Care &amp; Support Housing Managers and Leasehold Managers) to achieve the best outcome for the customer.</p> <p>As a Clerk of Works your main function will be to support the Planned Delivery Team to deliver all aspects of planned works to customers in their homes and the buildings.</p> <p>You will carry out inspections and report back on defects, providing recommendations that is expected of a professional site inspector.</p>

Role Accountabilities	
1.	Support the Planned Delivery Team and client in providing professional advice and good understanding of the profile of the range of properties in the area, primarily residential but including some commercial property.
2.	Review technical and material specifications including Contractor proposals and advise on fitness for purpose in achieving required life cycle for component and value for money.
3.	Inspect works on site to ensure materials are consistent with contract requirements.
4.	Attend inspections on site at regular intervals to address the needs of the works .
5.	Inspect and report as to the suitability/appropriateness/quality of any works which have been undertaken by the contractor but which will be covered by other works.
6.	Develop & compile a standard quality inspection report format for weekly and stage inspections in consultation with the Asset Team .

<b>Role Accountabilities</b>	
7.	Follow each site visit; provide a detailed report, including photographs of progress.
8.	Undertake stage inspections of the works.
9.	Attend site, pre- and post-contract meetings and other such meetings required by the Asset Team .
10.	Obtain from the contractor certificates of testing including as appropriate: manufacturer's testing certificates; details and results of all tests; and witness tests.
11.	Attend and witness the contractor's plumbing, pressure, air tightness and water tightness tests.
12.	Inspect setting out works to ensure that they are in accordance with working drawings
13.	Investigate service complaints on behalf of clients, outlining recommendations to either resolve or deliver service improvements and ensure that customers are kept informed of actions.
14.	Attend inspections on site to agree quality levels prior to handover. This is to include attendance at all snagging and de-snagging meetings on site. Re-inspect the works to ensure items identified have been completed and to ensure compliance with the agreed standards and that all required certification is in place.
15.	Attend inspections on site at handover to ensure compliance with the agreed standards and that all required certification is in place.
16.	
17.	Attend inspections to investigate customer complaints of poor / incomplete workmanship and advise the Senior Project Managers of any rectification action required.
18.	Return to site at the appropriate time to undertake End of Defects Liability Period inspections.
19.	Assist with investigations of properties during the Defects Liability Period (DLP) to ascertain whether repetitive defects are occurring due to poor design or component specification and advise NHG as to these occurrences.
20.	Attend contractor meetings as required.
21.	Manage an invoice audit regime to meet requirements, ensuring that invoices are accurate and where they are not, formally take up with contractors and ensure credit notes are supplied. Feedback to SPM on any trends.
<b>General</b>	
22.	At all times follow the all statutory and regulatory requirements, including financial regulations, policies and procedures at NHG.
23.	To maintain the highest standards of personal and professional integrity and conduct. Ensure that the Codes of Conduct e.g. the National Housing Federation's Code of Conduct, "Integrity at Work", are observed

Role Accountabilities	
	and report any departures from these standards to the Chief Executive.
24.	Be responsible for ensuring the work you and your team are involved with is compliant with relevant statutory and regulatory requirements at all times, including that of Health and Safety and within NHH's rules, values, policies, procedures, standing orders and financial regulations.

### How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

You must be able to show competency in the following behaviours and abilities		Linked core value
1.	Accountability and Resilience	<b>Collaboration</b> <ul style="list-style-type: none"> <li>We challenge and support each other</li> <li>We believe partnerships make us and our communities stronger</li> <li>We are united and we are one NHH</li> </ul>
2.	Managing and leading	
3.	Communication and Influencing	<b>Integrity</b> <ul style="list-style-type: none"> <li>We act with integrity and openness</li> <li>We are motivated by the positive impact of our work</li> <li>We are independent, financially strong and have good governance</li> </ul>
4.	Customer Service	
5.	Creativity and innovation	<b>Inspiration</b> <ul style="list-style-type: none"> <li>We are inspired by what we do and where we've come from</li> <li>We are committed, relevant and make a difference</li> <li>We believe that our actions can change lives and communities for the better</li> </ul>
6.	Commercial Awareness	

**You must also be able to or have the following knowledge, skills or experience**

1.	Appropriate building qualifications and/or relevant experience
2.	In depth and up to date knowledge of the construction process.
3.	Significant theoretical and in-depth practical experience of construction.
4.	Good IT skills including Microsoft Office, particularly Word, Outlook and Excel.

**The following knowledge, skills or experience is desirable**

5.	Member of RICS or CIOB
6.	Relevant professional qualification
7.	Full UK driving licence

**Essential knowledge, experience and skills**

Skills	<ul style="list-style-type: none"> <li>• Excellent PC skills including Microsoft Word and Excel, email and calendar systems</li> <li>• Excellent verbal and writing skills</li> </ul>
Qualifications and/or professional membership	<ul style="list-style-type: none"> <li>• Relevant Site Inspector qualification desirable</li> </ul>