

## Role profile

Overview	
<b>Role Purpose</b>	Improving customers' homes so that they love where they live is at the core of the department who work together with the client (PRH Housing, Pathways, Leasehold, C&S & IMR.) to achieve the best outcome for the customer.
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>As a Clerk of Works your main function will be to support the senior project manager / project manager &amp; building surveyors to deliver planned works to our properties.</li> <li>Using your experience to deliver best value and excellent homes for NHG, you will carry out quality inspections, forensic examination of works, ensure value for money, create and write up snagging reports &amp; ensure works are completed ready to handover works for the surveyor to sign off.</li> </ul>
<b>Reports to</b>	Project Manager / Senior Project Manager (Planned Investment)
<b>Line management</b>	N/A
<b>Date</b>	October 2021

Role relationships	
Internal	<ul style="list-style-type: none"> <li>Manage relationships with colleagues across NHG, who are involved in, or impacted by assets service delivery</li> <li>Manage relationships with senior managers, up to executive director level, in relation to these services.</li> <li>Housing, Leasehold, Care &amp; Support, Finance, Planning other internal delivery methods ie. M&amp;E, Compliance, FRA and Building Safety team.</li> </ul>
External	<ul style="list-style-type: none"> <li>Manage external parties/contractors involved in the delivery of Asset Management delivery and contracts</li> </ul>

Key tasks	
1.	Support the Planned Investment 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 Employer's

	Requirements and Contractor proposals and advise on durability and fitness for purpose in achieving required life cycle for component.
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 programme.
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 a standard quality inspection report format for weekly and stage inspections in consultation with the Contract Operations Manager.
7.	Follow each site visit; provide a weekly 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 Contract Operations Managers.
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 setting out works accord with working drawings.
13.	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.
14.	Attend inspections to investigate customer complaints of poor / incomplete workmanship and advise the Senior / Project Managers of any rectification action required.
15.	Re-inspect the works to ensure items identified have been completed and advise the Senior / Project Managers when the works are ready for handover.
16.	Attend inspections on site at handover to ensure compliance with the agreed standards and that all required certification is in place.
17.	Return to site at the appropriate time to undertake End of Defects Liability Period inspections.
<b>General</b>	
18.	At all times follow all statutory and regulatory requirements, including financial regulations, policies and procedures at NHH.
19.	I understand the importance of taking care of my own health and safety and that of others; therefore, I will follow the guidance outlined in the

	NHH Safety Management System.
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This list of tasks and responsibilities is not exhaustive; the post holder may undertake other duties as required

## 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.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> <li>• Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>• Commercial awareness / VFM in everything people do</li> <li>• Consistently make decisions based on appropriate customer requirements</li> <li>• Capture customer feedback and assess success in meeting customer requirements</li> <li>• Take on active interest in setting high standards of customer services</li> <li>• Realistically manage customer expectations</li> <li>• Work with others to actively improve the customer experience</li> <li>• Aim for continuous improvement across services</li> </ul>
Accountability and delivery	<ul style="list-style-type: none"> <li>• Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> <li>• Challenge ourselves and others to achieve results</li> <li>• Set longer-term goals and strive to achieve them by producing a plan of action</li> <li>• Make proposals weighting up costs v benefits</li> </ul>
Service improvement	<ul style="list-style-type: none"> <li>• Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.</li> <li>• Generate ideas through discussions with others, encouraging new ideas and approaches</li> <li>• Look outside own working environment for ideas and see how these can be adapted</li> <li>• Breakdown complex issues into smaller parts and identify cause and effect</li> <li>• Recognise the important of networking for service development</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>• Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> <li>• Be flexible, confident, persuasive and dynamic in communicating with others</li> <li>• Encourage acceptance, understanding and commitment to change</li> <li>• Recognise the impact of change on others and take appropriate</li> </ul>

	action <ul style="list-style-type: none"> <li>Proactively build great relationships that cross boundaries</li> <li>Spend time thinking through issues with others utilising their skills and making them feel valued</li> </ul>
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>Recognised HND or equivalent qualification in building / construction or a minimum of 5 years' experience in similar role as a Clerk of Works Appropriate surveying qualifications /relevant experience.</li> <li>Significant theoretical and in depth practical experience of construction.</li> <li>In depth and up to date knowledge of the construction process.</li> <li>Knowledge and ability to write detailed technical reports.</li> <li>Experience of project management / programme of planned works.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>Excellent IT skills including Microsoft Office, particularly Word, Outlook and Excel.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>Member of RICS or CIOB</li> <li>Degree in building surveying or a similar qualification</li> <li>DEA / FRA assessor trained</li> <li>Full UK driving licence</li> </ul>

Role requirements	
DBS	<ul style="list-style-type: none"> <li>Information/Data User (all staff)</li> <li>Basic Disclosure</li> </ul>
Data and information processing	<ul style="list-style-type: none"> <li>Information Asset Owner</li> <li>Information Asset Administrator</li> <li>Information Champion</li> <li>Data Owner</li> <li>Data Steward</li> </ul>