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What's it all about

You'll be part of the Planned Investment Team that manages long-term improvement projects for its housing stock, focusing on replacing major components like kitchens, bathrooms, roofs, windows and boilers, enhancing energy efficiency, and upgrading communal areas to meet housing standards and improve resident comfort and safety.

How you'll make a difference

You'll help improve residents' homes by supporting the delivery of planned works that enhance comfort, safety, and energy efficiency.

As a Clerk of Works you will serve as the Planned Investment Team's "eyes and ears" on-site, ensuring that high-volume kitchen and bathroom (K&B) replacements and cyclical maintenance projects meet strict quality and safety standards – in line with our contracts.

How you'll do it

- Support the Planned Investment Team by providing professional advice and good understanding of the profile of the range of properties on its programmes.
- Carry out weekly site inspections of cyclical works (e.g., painting, roofing, compliance works) and kitchen/bathroom renewals to ensure adherence to NHG standards and contractual specifications. Verify that materials and workmanship meet agreed quality benchmarks and durability requirements.
- Review contractor proposals and technical specifications for kitchen and bathroom replacements, ensuring fitness for purpose and value for money. Confirm scopes of work with customers and supply chain before commencement.
- Attend site at key stages (pre-start, mid-work, post-completion) to monitor progress against programme. Produce detailed inspection reports with photographs, highlighting snags, defects, and compliance issues.
- Lead snagging and de-snagging inspections for kitchens, bathrooms, and cyclical works. Confirm completion to NHG standards and ensure all required certifications (gas, electrical, water tightness) are in place before handover.
- Customer Liaison: Investigate customer complaints regarding workmanship or incomplete works, provide recommendations for resolution, and ensure customers are kept informed throughout. Promoting an overall positive customer experience.
- Compliance & Testing: Witness contractor testing (e.g., plumbing pressure tests, air/water tightness) and verify certificates of compliance. Ensure works delivered meet health and safety and building regulations. And complies with NHG's rules, values, policy and procedures.
- Programme Support: Assist the Strategic Planning Team in developing and implementing future programmes (K&B, cyclical, PPM). Update stock condition data via surveys and report findings to inform future investment planning.
- Commercial Oversight: Assist the Planned Investment Team and Cost Consultant verifying invoices for accuracy, challenge discrepancies, and ensure value for money. Provide feedback on trends to the Senior Project Manager.
- Meetings & Coordination: Attend contractor progress meetings and internal NHG programme reviews to provide technical input and quality updates.
- Keep up to date with all NHG policies, health and safety regulations, and financial procedures.
- Work flexibly across office, site, and community settings as part of a hybrid working arrangement.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

You'll demonstrate curiosity, willingness to learn, and a proactive approach to supporting colleagues and residents.

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Appropriate building qualifications and/or relevant experience
- Understanding and experience in using Contract documents
- Knowledge and ability to write detailed technical reports
- Demonstrated experience overseeing demolition and full construction of a new building, including all associated mechanical and building services.
- Strong understanding of building construction from substructure (foundations) through superstructure, with the ability to identify building components and assess their condition and remaining life cycle.
- Knowledge of bespoke and complex construction types.
- Strong knowledge of building regulations, fire safety, accessibility, and energy efficiency standards.
- Experience preparing technical reports, specifications, and schedules of work.
- Excellent communication and stakeholder management skills.
- Proficiency with surveying tools and relevant software packages.
- Membership or working towards membership of ICWCI, or another recognised professional body.
- Strong customer focused approach with the ability to communicate clearly with residents and partners.
- This role is subject to a Basic criminal record check (CRB) issued by the disclosure and barring service (DBS).