



JOB DESCRIPTION

POST:	Programme Auditor
DEPARTMENT:	Investment & Compliance
REPORTING TO:	Programme Delivery Surveyor
RESPONSIBLE FOR:	n/a
Grade:	5

MAIN JOB PURPOSE:

To undertake audits on investment programmes to ensure that work is being delivered in-accordance with contractual requirements in order to improve property quality and achieve carbon reductions,

To deliver a high performing customer centric service.

DUTIES AND RESPONSIBILITIES:

- Undertake a series of onsite programme audits to ensure work is being delivered in-accordance with contractual requirements, meets legislative standards, is on target and to a high quality.
- Ensure materials being used meet the agreed specification.
- Undertake regular site meetings with contractors.
- Identify and agree corrective action plans to address any issues of contractor non-performance, including monitoring to ensure this is delivered in-accordance with required timescales and escalating to the Programme Delivery Surveyor if required.
- Provide regular programme audit reports to Programme Delivery Surveyor.
- Liaise with the Resident Liaison & Project Co-ordinator to assist in the production of programme Key Performance Information.
- Attend resident liaison meetings and report on programme progress, issues identified and remedial action taken/to be taken.
- Ensure retrofit work is being delivered in-accordance with grant funding requirements.
- Assist in the completion of property information forms to ensure all relevant property data from completed programmes is captured and passed onto the Asset Information Team.
- Assist the Asset & Information Manager in the compilation of detailed property survey programmes.
- Undertake end of programme reviews and make recommendations for service and VFM improvements.

- Assist in the capture up to date stock information and HHSRS data, including making recommendations for property improvement.
- Provide assistance to the Minor Works Surveyor when requested.
- When required due to urgency, undertake ad hoc property surveys.
- Work with customers and stakeholder to deliver a customer centric service, with high levels of resident satisfaction.
- Provide detailed technical advice and recommendations as required.
- Assist if required, in the procurement of contractors and specialist consultants.
- Liaise with our service users, their representatives, statutory authorities, and contractors.
- Respond to complaints when required in-accordance with procedure and within timescales.
- Respond to all enquiries, including Counsellor and MPs in-accordance with required timescales.
- Undertake any other duties as required.

KEY RELATIONSHIPS:

- a) Working collaboratively with professional teams (internal and external) on projects including Occupational Therapists and other health professionals.
- b) Working with tenants and their representative groups.

Additional information

- a) Does this job require a DBS check? **Yes/No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **Yes/No**
- d) The post will require travel to all customers homes and other sites on a regular basis. **Yes/No**
- e) The post requires out of hours working whenever elements of the fabric of the councils corporate building malfunction to ensure continuity of service during normal working hours. **Yes/No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

<p>REQUIREMENTS The postholder must be able to demonstrate:</p>	<p>MEASURED BY: A Application form I Interview T/P Test/Presentation</p>
<p>EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i></p>	
<p>HNC in Building Surveying, or level 4 in a building and construction qualification, or equivalent.</p> <p>Possesses or is willing to study and pass a Retrofit Co-ordinator qualification.</p> <p>Member of CIOB or equivalent.</p>	<p>A/I</p>
<p>KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i></p>	
<p>Demonstrable experience of carrying out programme and project contract audits within a social housing or a related sector, including sustainability retrofit programmes.</p> <p>Demonstrable experience of making recommendations and implementing remedial action to address issues of non-contract compliance.</p> <p>Demonstrable experience of delivering a customer centric service.</p> <p>Demonstrable experience of working with residents to deliver high quality services.</p> <p>Experience of carrying out HHSRS assessments and making recommendations for improvements.</p> <p>Demonstrable knowledge of statutory, regulatory, and best practice requirements, including the Decent Homes Standard and the Housing Health and Safety Rating System,</p> <p>Demonstrable knowledge of contract law, building construction and regulations.</p> <p>Demonstrable knowledge of health & safety legislation, including asbestos and CDM requirements.</p>	<p>A/I</p>
<p>SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i></p>	
<p>Good numerical and data analytical skills.</p> <p>Excellent IT skills including a good working knowledge of Microsoft office.</p> <p>Excellent verbal and written communication skills.</p> <p>Excellent contract management skills.</p> <p>Excellent project management skills.</p> <p>Highly effective decision maker.</p> <p>Ability to explain complex technical information to colleagues and stakeholders in plain English.</p> <p>Able to analyse data and produce reports.</p>	<p>A/I</p>

<p>Able to read, analyse and interpret documents, plans, rules & regulations.</p> <p>Methodical and organised approach to planning, implementation and record keeping.</p> <p>Able to work effectively within a multi-disciplined team.</p> <p>Able to communicate effectively at all levels in a manner relevant to the audience.</p> <p>Able to build effective relationships with internal and external customers.</p> <p>Able to operate independently representing a specialist area.</p> <p>Able to prioritise conflicting demands when under pressure.</p> <p>Able to consider and show respect for the views and opinions of others.</p> <p>Willingness to undertake training to meet changing needs.</p>	
<p>BEHAVIOURS Behaviours will be tested at interview against the Council's values (further detail below)</p>	
<p>Empowering, valuing and developing our people</p> <p>Valuing our customers</p> <p>Being open and honest</p> <p>Taking ownership</p> <p>Being ambitious</p>	<p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p>
<p>EQUALITY AND DIVERSITY</p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>



Our Values
...we believe in

MINDFUL EMPLOYER

disability confident EMPLOYER

DYING TO WORK

<p>We empower, value and develop our people to work together as one dynamic and efficient team.</p>	<p>We care about delivering high quality, customer-focused outcomes with our communities and partners.</p>	<p>We are open, transparent and truthful.</p>	<p>We take pride in our work and take responsibility for our actions.</p>	<p>We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.</p>
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