



Role Profile

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| Job Title: | Clerk of Works |
| Responsible To: | Strategic Asset Manager |
| Responsible For: | N/A |
| Vision: | Building Vibrant Communities Together |

Purpose

The Clerk of Works Officer plays a vital role in ensuring that all capital investment works delivered by contractors on our customers homes and communities are completed to a high standard of quality, compliance, safety, and customer satisfaction. This position is central to maintaining safe, sustainable homes and improving the living conditions of our residents, in line with the organisation's values and objectives. By combining technical expertise with a strong customer focus, the role ensures that all works meet agreed specification, value for money and compliant with regulatory requirements.

You'll be responsible for assessing/inspecting projects from start to finish, you'll ensure that planning, specification and delivery are fully complied with by bdht's contractor partners . Working with internal teams and external contractors, you'll ensure quality, efficiency, and value for money.

Key Achievement Areas

- Maintain high levels of customer satisfaction through clear, timely, and proactive communication with residents throughout the works programme.
- Undertake site inspections of capital investment works, taking ownership of assessing contractor performance, quality, and overall customer outcomes.
- Ensure all works are delivered in accordance with specifications, drawings, and relevant compliance standards, identifying and addressing defects, substandard quality, and any non-compliance.

- Work closely with Customer Liaison Officers to carry out pre- and post-inspections, ensuring effective handover of completed works and formal customer sign-off.
- Liaise with Building Surveyors on component replacements and technical aspects of the works to ensure consistency with asset management requirements.
- Support the Asset Management Directorate in the successful delivery of annual capital investment and cyclical maintenance programmes.
- Conduct site compliance checks to ensure contractors adhere to all health and safety requirements, promptly addressing and recording any breaches.
- Monitor contractor performance on site, providing feedback on quality, delivery, and ongoing suitability, and supporting effective contract and project management.
- Maintain accurate and up-to-date records within the housing management system, including certification, component replacement data, and customer communications.

Competency Profile

| Skills and Experience | Essential | Desirable |
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| Education | | |
| HNC/HND minimum in Building Construction or similar recognised qualification. | | ✓ |
| Experience / Knowledge | | |
| Experience of working within the Residential Social Landlord Sector. | | ✓ |
| Experience within the construction industry, preferably from a recognised trade background | ✓ | |
| The post holder will be expected to be an excellent communicator, and ensure that customer satisfaction is regarded as their highest priority. | ✓ | |
| Proficient in the use of basic IT systems and able to use hand held technology to record client management information. | ✓ | |

| Core Values & Behaviours | | |
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| <p>Able to demonstrate the following attitudes/behaviours:</p> <ul style="list-style-type: none"> • Organised • Will take responsibility • Will treat others with respect • Act with integrity • Communicative • Collaborative | ✓ | |
| <p>Able to demonstrate our charters attitudes and behaviours:</p> <ul style="list-style-type: none"> • We will listen to you • We will be honest with you • We will never judge you • We will respect you • We will keep our promises • We will appreciate difference • If we make a mistake we will apologise and learn from it. | ✓ | |

Competencies

| Competency | Behaviours |
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| Technical Skills | Proven ability to understand and operate within the technical requirements of both the role and the customers. |
| Commercial Awareness | Recognises what their role own job has to play within the wider organisation and understands the impact of their actions upon the business. |
| Customer Service and Quality Focus | Demonstrates a commitment to Customer Service in all activities and ensures that quality standards are met and acted upon. |
| Achievement Orientation | Takes responsibility to achieve both organisational and personal objectives |
| Critical Thinking Skills | Utilises problem solving tools and techniques, looking at all the options and seeking to confidently identify solutions to problems. Demonstrates accuracy and detail consciousness in task completion. Works autonomously |

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| Planning and Organising | Prioritises and plans current and future work in order to meet objectives and ensure service levels are met |
| Communication | Consistently able to communicate appropriately and effectively with staff and customers in order to meet customer need |

PERSONAL DEVELOPMENT

We will offer opportunities for staff to develop and expand their knowledge and skills, it is intended that this will sit within a framework that assists individuals with ongoing personal and career development.

The post holder will be supported to be a member, or undertake training to seek membership of, a professional body and to then undertake Continuing Professional Development as necessary.

General

No job description can cover every issue which may arise within the post at various times and the jobholder is expected to carry out duties commensurate with the role from time to time.

The use of a current driving licence is a requirement for the post and essential car user allowance will be paid where applicable.

The post holder will be subject to a Disclosure and Barring Check at the Basic level.

Mileage Rate/Car Allowance

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| For the purposes of travel and expenses, this role will receive the following mileage rate; | |
| Casual | Essential User Car Allowance |
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