


GLPC Job Description

	Job Title	Technical Officer
	Directorate	Resident Services
	Department	Housing Management
	Grade	PO2
	Reports to	Area Repairs and Voids Manager
	Staffing Responsibility	None

Job Purpose

To provide a customer-focused inspection and technical support service that ensures the delivery of high-quality, cost-effective repairs and maintenance. This role aims to enhance customer satisfaction, support the management of contractors, and contribute to maintaining residents' homes to an excellent standard.

The Technical Officer will focus on inspections and monitoring of day-to-day repairs, ensuring compliance with health and safety standards, and supporting the wider repairs and maintenance team with technical advice.

Principal Accountabilities and Responsibilities:

1. Managing less complex repairs inspections, including pre-inspections, work-in-progress monitoring, and post-inspections.
2. Providing technical advice to stakeholders and ensuring works comply with statutory and contractual requirements.
3. Delivering high-quality services while achieving value for money and aligning with the council's objectives.
4. Conduct inspections for responsive repairs, diagnose faults, specify solutions, and raise work orders.
5. Provide proactive, customer-focused service to achieve satisfaction levels, service standards, and KPIs.
6. Monitor contractor performance through regular inspections, ensuring quality and compliance with agreed standards.
7. Address deficiencies promptly and escalate issues to the Area Repairs and Voids Manager as required.
8. Manage work-in-progress and post-inspections to ensure works are completed satisfactorily and within budget.
9. Maintain accurate records of inspections, work orders, and communications.

10. Ensure all activities comply with health and safety legislation, including asbestos management, gas safety, and building regulations.
11. Identify and mitigate risks during inspections and contractor works.
12. Build effective working relationships with tenants, contractors, and internal colleagues to support the seamless delivery of services.
13. Ensure effective communication and issue resolution by coordinating with the Customer Experience Team (CXT) and other relevant staff.
14. Contribute to service improvement initiatives and the adoption of new technologies to enhance efficiency and effectiveness.
15. Support organisational change projects and promote a culture of continuous improvement.
16. Participate in an emergency call-out rota to provide technical support outside normal working hours.
17. Respond to urgent situations, such as major leaks or fire damage, and coordinate remedial actions.
18. Strong practical problem-solving skills to identify repair needs and solutions.
19. Ability to manage workload effectively and work both independently and as part of a team.
20. Willingness to adapt to changes and work collaboratively as part of a team.
21. Maintain accurate customer records in all required systems both in the office and out on site including logging of customer feedback and engagement activities in real time.
22. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
23. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
24. Undertake any other duties commensurate with the general level of responsibility of this post.
25. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
26. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
27. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
28. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	DBS basic required
Politically Restricted (delete as appropriate)	No

Person Specification

Person Specification: <i>All criteria are essential</i>	To be identified by: <i>Application Form(A)</i> <i>Test/assessment (T)</i> <i>Interview (I)</i>
Qualifications and Professional Membership Requirements:	

Knowledge: <ul style="list-style-type: none"> Ability to accurately diagnose, specify, order, supervise and manage technical repair solutions. Knowledge of repair responsibilities, leasehold obligations and other related housing issues. Knowledge of construction improvement, servicing, repairs works, dampness and condensation and economic repair of traditional and non-traditional domestic buildings. A working knowledge of Contract Law and Administration. A working knowledge of Building Regulations, Gas Servicing, Asbestos and Health and Safety. 	A, T, I A A, T, I A A
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Experience: <ul style="list-style-type: none"> Experience as a supervisor or tradesperson in relevant construction or maintenance roles, with a sound understanding of building repairs and maintenance. Relative experience of building maintenance in a local authority or other registered social landlord. Experience of developing excellent relationships with customers, members and colleagues in all services and agencies, understanding of different roles in promoting successful service outcomes. Experience of working to strict deadlines within a busy multi agency setting. Experience in the management and administration of domestic building repairs. 	A, T, I A, I A, I A, T, I A, I
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<p>Skills and abilities (please specify all essential criteria):</p> <ul style="list-style-type: none"> • Clear and concise communication skills, both written and verbal, with a wide range of stakeholders. • Proficiency in using mobile technology and IT systems to support service delivery. • A commitment to excellent customer service. <p>Other Requirements:</p> <ul style="list-style-type: none"> • Willingness to adapt to changes and work collaboratively as part of a team. • Commitment to Brent Council's Equal Opportunities, Data Protection, Health and Safety, and Customer Care policies. 	<p>A, T, I</p> <p>A, I</p> <p>A, T, I</p> <p>A, I</p> <p>A, I</p>
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<p>List desirable criteria:</p> <ul style="list-style-type: none"> • Full, valid driving licence with access to own vehicle. • NVQ Level 3 (or equivalent) in a relevant construction or building discipline • Technical Officers to complete a funded Higher National Certificate (HNC) in Surveying as part of their professional development. • Awareness of risk and responsibilities of the Council as a social landlord. 	<p>A</p> <p>A</p> <p>A</p> <p>A</p>
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