

JOB DESCRIPTION

Directorate:	DCEX – Deputy Chief Executive
Division:	Asset Management & Development
Post No & Job Title:	T116 T132 - Modernisations Assistant
Grade:	Grade 5
Responsible to:	Modernisation Manager
Main purpose of the job:	To maintain, update and provide management reports from stock condition, management and operational databases. To provide comprehensive administrative support for the capital works team. To take a lead role in the specific management of contracts and assist in the other dedicated contracts.

Main Duties and Responsibilities:

1. To work accurately with attention to detail. To update the stock condition data base from the capital programme workload, maintenance and relevant Capital works workload including updating of components on capita and adding documentation.
2. Take a lead role in organising the collection and compilation of Council house stock condition information and maintain the data bases for capital components.
3. Monitor and maintain contractors shared databases.
4. Produce regular reports on stock condition and KPI's (Key Performance Indicators).
5. Carry out regular updates of surveys and consultation exercises in relation to Capital Works.
6. Primary contact in answering tenant queries relating to Modernisation works. Ensure work programmes are achieved by taking actions to resolve tenant problems timely before escalation/complaints including liaising with and instructing contractors directly to resolve issues in assistance to capital works manager.
7. Monitor the capital works team inbox and respond to tenants and other sections of the council.
8. Support the modernisation officers whilst they are onsite. Making programme changes, answering queries and general support.
9. **Cross council liaison** - Liaise with other teams in the council such as the

Leaseholder team and Supported Living team to provide updates on projects and assist in the management of projects the capital works team are undertaking in partnership with Housing. Discuss work with repairs where work overlaps and ordering work with Housing Repairs. Seeking Housing support with tenancy issues where required.

10. **Gas Contract** - Take a lead role in the management of the gas central heating replacement contract. To include ordering replacement work, prioritising work and reacting to breakdowns, answering tenant and contractor queries, verifying valuations for completed work, verification of gas certificates data including uploading to systems, component updating and ensuring gas servicing cycle continues on Capita. Liaising with Gas servicing team on issues and planned future works.
11. **Window and Door Contract** - Take a lead role in the management of the window and door replacement contract for both tenants and leaseholders. To include ordering replacement work, prioritising work, answering tenant and contractor queries and verifying valuations for completed work.
12. **Modernisation contract** - Assist with the project management of the modernisation contract. Take a role in the planning, implementation and successful continuity of the contracts. Take part in meetings, provide (or order) required documentation, aid contractors in gaining access to properties, answer queries and general support. Order work with contractors and prioritise work.
13. **All other contracts** - Assist with the project management of all other contracts. Take a role in the planning, implementation and successful continuity of the contracts. Take part in meetings, provide (or order) required documentation, aid contractors in gaining access to properties, answer queries and general support. Order work with contractors and prioritise work.
14. Assist with the development and implementation of the Council's core values.
15. Assist with the ongoing continuous improvement and innovation process appertaining to the capital works which are undertaken.
16. Undertake consultation exercises with tenants and other building users on capital work projects, to include completing colour choices with tenants where required.
17. Verify payment and distribution for tenant decoration allowances.
18. Assist in the design and maintenance of website and the creation of other material for tenant communication.
19. Undertake full administrative duties for the section i.e. contractual letters, tenant letters, specifications, minutes and reports.
20. Organise and attend meetings for internal and external contractors. Take minutes,

recording and maintaining the details.

21. Verifying gas and electrical certificates of work carried out.
22. Assist with the maintenance of asbestos records after work carried out and maintaining certification in relation to work streams you support.
23. Take a lead role with post work satisfaction surveys and arrange for defects to be rectified during the defects liability period.
24. Run regular reports from Capita and other sources to analyse the housing stock components age and take a lead role in creating future work schemes and planned work programmes in relation to the new Decent Homes Standard.
25. Provide support to the Projects team when needed. Answering telephone calls for aids and adaptations and ordering minor works where required to cover holidays and sickness.
26. Assist in the implementation of and the continued use of the planned maintenance module on Capita. Leading the creation of contracts, updating the contracts, logging jobs to capita and completing jobs.
27. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A car user status has not been attached to this post.

SPECIAL CONDITIONS

Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post. This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

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