

**JOB FAMILIES ~ Technical – Senior Adaptation and Improvement Officer**  
**Level descriptor – Level 7** (175 know-how)

<p><b>Role purpose:</b>          Expected to undertake specialist or technical assessments/activities and make decisions based on those assessments within a service function using skills that would have been gained through professional qualifications and/or practical experience. The role at this level would have significant relevant experience and be responsible for creating appropriate work plans/programmes for self and others. Roles at this level can be involved in supervising/managing the work of others within an overall management framework. Under the general supervision of a team manager the role would undertake inspections of housing conditions or housing adaptation and apply skills, knowledge and experience of the range of legislation and policy interventions to remedy or improve the conditions using resources and/or enforcement. For this role it means: Taking the lead for a particular area for housing improvement or adaptation, for example delivering the mandatory Disabled facilities Grant programme within statutory framework, leading on housing adaptations and managing in-house agency.</p>	
<p><b>Typical activities</b></p>	<p><b>Knowledge, skills &amp; experience</b></p>
<p>Contribute to relevant policies and strategies within the service area</p> <p>Manage a caseload of technical projects or inspections and undertake enforcement action as necessary.</p> <p>Provide information and advice to businesses or individuals as detailed in the programme of work through spot checks to ensure the appropriate action is taken to comply with legislation and technical standards.</p> <p>Take a lead role in preparing cases for enforcement or other legal action within the appropriate timescales.</p> <p>Contribute to the supervision, management and development of others to improve service standards and delivery where necessary.</p> <p>Give information and advice to businesses and the public about legislative requirements and standards for health and safety. . Establish &amp; maintain appropriate links between the public and other professionals to encourage a clear understanding of each other's priorities and ways of working.</p> <p>Communicate effectively with contractors, colleagues and businesses, both verbally and</p>	<p>Vocational qualification or experience to level 4 or above, relevant to the one or more of the service areas e.g housing, construction/surveying or environmental health.</p> <p>Approved professional qualification relevant to the area of work or extensive practical experience of working within the service area, giving rise to a variety of technical skills and sound understanding of the standards, legal responsibilities, work practices and processes relevant to the role. Accredited Housing health and safety rating System together with extensive enforcement or adaptation experience. Awareness and understanding of energy efficiency e.g SAP/DEA or green Deal assessor. In relation to adaptation and assistance work a detailed knowledge of the legislation, policy and guidance to make judgements and recommendations in line with good practice.</p> <p>Experience of supervising others within the same field of work; supporting and training within defined experience.</p> <p>Knowledge and understanding of technical standards, safe working practices and legislation for service areas.</p> <p>Ability to analyse designated areas of work and make decision to improve</p>

<p>in writing, through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.</p>	<p>them.          Ability to engage with businesses and partner agencies within the relevant codes of practice           Ability to prepare &amp; present evidence clearly and confidently           Ability to manage/organise own work to meet agreed deadlines           Understanding and recognition of professional boundaries</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g. number of cases, enforcement actions, quality of record keeping.          Feedback from businesses, colleagues and partner agencies          Key Performance Indicators (where available)          Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, sharing best practice to develop self and others  <u>Service user/ outcome focused</u> ~ delivery of service achievement of results through appropriate decision making, evidenced based enforcements, improvement of technical standards.  <u>Problem solving &amp; initiative</u> ~ develops solutions, makes links between identified potential issues and possible solutions.  <u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self and others  <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on their's.</p>