

# Hertfordshire County Council Job Outline



**JOB TITLE:** Senior Technical Officer  
**GRADE:** M2  
**REPORTS TO:** HIA Head of Service  
**TEAM:** Hertfordshire Home Improvement Agency  
**DEPARTMENT:** Adult Care Services

## **Purpose of the Job**

Within the HIA, the role of the Senior Technical Officer will be to oversee the work of the Technical Officers, and support and advise the Occupational Therapists, Caseworkers and Trusted Assessors within the HIA process with complex or sensitive technical elements of home adaptations.

The Senior Technical Officer will be responsible, with Head of Service, for allocating work to the technical staff, advising on and approving training and skills development required by the technical officer and trusted assessors as required, undertaking supervision and PMDS reviews, and assist in the hiring of new staff. They will be expected to carry a caseload of complex and sensitive adaptations work themselves, where a higher level of expertise or experience is required.

The Senior Technical Officer will also be required to contribute to the development of new schemes and services and will be responsible for the monitoring and management of the Contractor Framework on a day to day basis.

The Senior Technical Officer will be required to deputise for the Head of Service when required, and will through the scheme of delegation, be able to sign off grant applications and schemes of work up to a level agreed by the Board within the scheme of delegation.

## **Main Areas of Responsibility**

To supervise and manage the Technical staff (trusted assessors and technical officers), identifying training, monitoring their work for quality, value for money and consistency and undertaking 1:1s and PMDS meetings with them. Approve schemes of work and grant calculations for the technical and casework teams up to a value agreed by the Board within the scheme of delegation. These will be approved via the departmental CMS system.

To monitor and supervise complex works while on site, liaising directly with building contractor when necessary and acts as the departmental emergency contact in relation to all works. Evaluate and sign off practical completion of works, agree defects list and remedial work, check quality and ensure that the site is left clean and tidy. Liaise with the customer to ensure their satisfaction with the work before formally certifying completion.

To undertake complex or sensitive technical work in line with Technical Officer role, but for which a higher level of authority/experience is required. For example; where the client has a complex disability, is high value, involves extensions to buildings and knowledge of Building Regulations or other relevant legislation; the Senior Technical officer would draw up plans, assess costs and draw up schemes of works for adaptations, produce tender documentation and support planning applications.

To be responsible for the day to day contract management of the Contractor Framework and contribute to the retendering of the Framework. This work includes "calling off" contractors from the Framework where works meet the criteria, or to take decisions around whether to procure via a tender process. The STO will work with the Head of Service to manage relationships with Contractors on the Framework, setting expectations around ways of working and monitoring performance through on-site visits and sign off meetings with clients. The STO would be required to challenge poor contractor performance either generally, or in relation to specific cases, as part of this process.

To assist the Head of Service in relation to complaints, comments and compliments relating to the work of the technical team or where there is a technical aspect to the complaint, or where the complaint, comment or compliment is relating to the work of contractors engaged by the HHIA.

To check invoices and authorise payment within the standard payment terms and conditions, raising concerns where necessary in a timely manner up to a value agreed by the Board within the scheme of delegation.

To ensure all paperwork and records are kept up to date and are accurate in accordance with CDM and any other regulatory or statutory requirements.

To identify and risk assess hazards in the home as determined under the national Health and Housing Safety Rating System and make recommendations about any adaptation the customer may need to support managing their disability through an adaptation. The customer may or may not be eligible for a DFG, but the STO would look to refer to other agencies if there were any immediate risks of harm to the client. Additionally, any building defects would need to be identified and referral or signposting to appropriate authorities/agencies made for the householder.

To deputise for the Head of Service as and when required.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary

## Person Specification

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

- Building surveying or construction related qualification e.g. BTEC, HND, BSc
- Member of a construction related professional body i.e. CIEH, RICS, CIOB, CABE
- At least two year's construction and/or building related experience
- Ability and experience of/to manage residential construction projects
- Experience of producing technical specifications and preparing contract documentation
- Experience of overseeing works and managing contractors on site
- Experience of using Autocad or other similar software
- Comprehensive understanding of DFG legislation and regulatory grant conditions;
- Comprehensive understanding of adaptations and enabling environments;
- Ability to work collaboratively with OT, health and casework officers from across the council and other services;
- Comprehensive understanding of CDM regulations and other building related legislation or requirements;
- Ability to analyse complex information and monitoring data, and form well evidenced recommendations for service development;
- Budget control;
- Ability to understand and write complex building schedules of work
- Ability to prepare and understand tender documents and costings
- Ability to work with vulnerable adults and the families and carers of vulnerable people with tact, empathy and integrity;
- Ability to work with building contractors, architects, surveyors and other building professionals;
- Excellent time and caseload management skills;
- Strong negotiation and influencing skills
- Ability to lead and manage a team, and enable and encourage collaborative working with other teams within the HHIA;
- Clean driving licence

## Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)

## **Criminal Background Check**

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.