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|  | **Role Profile**  **January 2018** |
| **Job title:** | **Technical Manager** |
| **Reports into:** | Head of Technical |
| **Department / Location:** | Development, Wembley |
| **Role purpose:** | This is a key role in the Development Department to improve the quality of the homes we produce providing technical support across all teams. The role will take responsibility for the technical management of our new build homes and assist the Aftercare Service offered to customers. A key role will be to deal with any latent defects arising in Network Homes’ existing stock. |

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| **Key Responsibilities and Accountabilities** |
| **Technical Management**   * Take a lead on all technical aspects within the team, including inspecting works on site whilst under construction and preparing reports and recommendations to the Construction Team on technical aspects. * To review designs and specifications and prepare reports, identifying potential quality design issues. * To manage the latent defects procedure within the team, including; investigating latent defects in line with contractual requirements and taking relevant action to resolve defects in accordance with agreed internal processes. * Liaise with internal teams, review and update Employers Requirements as required. * To keep abreast of relevant regulation changes and maintain awareness of the British Standards and Codes of Practice related to the construction industry * To provide reports on contractor and consultant performance, in line with Network Homes’ Project Aftercare initiative. * To ensure all existing “as built” drawings, health and safety files etc. are provided to relevant departments and when requested review and furnish the relevant construction drawings. * To make appropriate recommendations to the heads of department following knowledge of customer feedback and experiences of dealing with technical issues and latent defects.   **Customer Care**   * Ensure customer satisfaction targets are set and met, and defects quality is at the forefront of all activity in the department * Liaison with residents across all tenure types to ensure they are kept up to date with progress of defects including programmes and timescales. Ensure a responsive and customer focussed service is provided. * Day to day communication with project delivery team including, contractors, consultants and client staff to enable the rectification of defects.   **Standard responsibilities**  Adopt and comply with Network values, policies and procedures, and regulatory frameworks including:   * Code of Conduct * Health & Safety * Data Protection, privacy and use of IT resources * Regulatory standards and probity * Risks and internal controls framework * Human Resources policies and procedures * Equality and diversity   **No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.** |

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| **Person Specification** |
| **Education**   * Bachelors Degree or equivalent (Desirable) * Professional Qualification or equivalent in a relevant field (Desirable)   **Knowledge and skills required**   * Construction technology and building pathology knowledge with experience of managing different forms of defects/repairs * Able to interpret drawings, specifications and other building contract documentation * Ability to maintain and control projects in construction, * Good negotiation skills * Highly organised and ability to work in pressurised environments. * Excellent time management and ability to work efficiently and effectively under pressure. * Proactive in problem solving * Strong report writing skills, tailored to the end user. * Proficient in the use of the Microsoft Office package especially Word, Excel, Outlook and to include Database and CDM * Excellent verbal and written communication skills with the ability to present reports   **Experience required**   * Experience of working within new build construction * Experience of large latent defects claims * Ability to carry out risk appraisals of schemes and make recommendations * Ability to work on own initiative and within a cross functional project team |

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| **Additional Information** |
| * This role holder will require a valid UK driving license and access to own vehicle insured for business purposes |

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| **Organisational Competencies** |
| **We want to make Network a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate** **the four HART behaviours:-**  **Hungry** – I am ambitious to succeed   * Optimistic: I am can-do and focussed on what can be done * Creative: I find new ideas and solutions to challenges * Bold: I get out my comfort zone and try new things * Motivated: I welcome feedback and want to succeed   **Accountable** – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively   * Resilient: I work hard to make things happen * Disciplined: I am realistic and do what I say I will do * Personal ownership: I take ownership of an issue until it is resolved * Confident: I make decisions that are within my remit   **Respect** – I treat everyone with respect and understanding I arrive on time and take full part in meetings   * Prepared: I arrive on time and take full part in meetings * Communicator: I listen to others and work hard to communicate well * Responsive: I always answer a ringing phone and respond quickly * Self aware: I put myself in others’ shoes and understand how my actions impact on others   **Together** – I am proud to be one team   * Positive: I talk positively about Network Homes as one team * Proactive: I put myself forward and build great relationships * Supportive: I support and recognise the contribution of others * Role model: I genuinely believe I make the difference |