**Job Description**

**Home Improvement Agency Technical Advisor**

**Level 8**

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| **Responsible To:** | **Responsible For:** |
| Home Improvement Agency Manager | N/A |

**About the job:**

The Home Improvement Agency (HIA) is a small team which manages and provides a range of interventions for some of the most vulnerable residents within our communities with the objective of enabling them to live longer, and more safely in their own homes.

Services include:

* Major adaptations to residents’ homes, via Disabled Facilities Grant (DFG)
* Minor adaptations (the team is the appointed partner for Lancashire County Council)
* Handyperson service (in partnership with Preston Care and Repair)
* Home energy efficiency works.

**Role:**

* Undertake building surveys and designs for disabled adaptions, produce CAD drawings and specifications of work, and procure tenders for building projects to ensure value for money and completion of works to the required standard.
* Provide technical advice and support to residents to enable them to take informed decisions about the recommended adaptations in their home.
* Liaise with other professionals such as Occupational Therapy, Social Care services and Registered Social Landlords on technical matters concerning the assessment of residents’ needs.
* Maintain and manage work programmes within budget, including verifying invoices and approving Variation Orders.
* Manage the onboarding of contractors; monitoring contractors’ on-site performance, taking action to address sub-par performance as required (including by sub-contractors).
* Collect monitoring and evaluation information as requested, in order to demonstrate impacts.
* Work with other team and service colleagues to contribute to achieving service, Directorate, and corporate performance targets.
* To undertake any other duties commensurate with this salary scale.

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* Relevant professional qualification relating to building technology.
* A good standard of numeracy and literacy demonstrated through either qualification or previous experience.
* Valid UK drivers licence
* Evidence of continuing professional development

**Experience**

* Extensive experience of dealing professionally with vulnerable residents, resolving their complex problems, and identifying practical solutions.
* Experience of managing casework and effectively prioritising workloads.
* Experience of managing building projects effectively within budget and to agreed timescales.

**Knowledge**

* High level of technical expertise in building maintenance, adaptations, and disrepair issues.
* An understanding of the range of assistance available to vulnerable residents, either directly delivered by the Council or via partner agencies.
* A sound knowledge of the Council’s responsibilities in relation to the statutory legislation for Disabled Facility Grant, current developments, and good practice.
* A sound knowledge of current Building Regulations.
* An understanding of local planning requirements.

**Skills & Abilities**

* Excellent communication skills (speaking, listening, reading, and writing) with the ability to adapt depending on the needs of the audience.
* Excellent ICT skills.
* Ability to work across teams in a positive and constructive manner to achieve excellent results.
* Excellent planning and organisation skills.
* Ability to work independently and in a team.

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.