

**Manchester City Council
Role Profile**

**Technical and Stock Condition Officer, Grade 7
Housing Services, Neighbourhoods Directorate
Reports to: Strategic Asset Manager
Job Family: Corporate Organisational Support**

Key Role Descriptors

Working within a support service or Centre of Excellence, the role holder will provide a high quality, professional service utilising expertise support the resolution of complex issues to enable organisational stakeholders to deliver services in line with corporate aims and objectives.

Key Role Accountabilities:

Be a member of and contribute fully to a team supporting a range of services within a specific area of the Council, securing timely and effective support and advice for managers.

Deliver work-streams and projects commissioned by key stakeholders, acting as advisor in relation to service projects and strategy implementation to support the effective decision making processes of the Council and to enable it to meet its legal obligations.

Ensure that work packages delivered are in line with organisational direction of travel and agreed policies / procedures, including consideration of Public Service Reform principles.

Provide robust and effective analysis of information, using outputs to inform work packages and advice to client services. Support the development and implementation of systems and processes which prioritise work requests based on meeting key corporate objectives.

Proactively assist the monitoring and review processes and procedures to ensure that key performance indicators are met and implement strategies and procedures to continually enhance the service.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of 'joined up' response.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Asset and Investment Team are responsible for planning the Housing capital investment programme both short term and long term and monitoring the delivery of approved projects. From engaging with residents, overseeing grants, maximising external funding, checking how assets are performing and updating of the asset register for energy data and decent homes.

Working in a small but busy team you will play a key role in the effective delivery of stock condition surveys and the development of projects.

You will conduct surveys to homes and assets in relation to capturing asset data and energy and play a key role in developing future programmes of works.

The role will support a proactive service to residents to assess decent homes and energy performance.

The role will provide technical support, including the creation of specification for works as well as recommending the right individual components within decent homes projects that provide greater contributions to asset performance and meet wider strategic objectives.

The role will oversee projects on site, managing the works from specification development, procurement, contract award and once on site ensuring adherence to contract and specification as well as performance and financial targets.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication skills**
Ability to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
- **Analytical Skills**
Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
- **Planning and Organising**
Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Problem Solving and Decision Making**
Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **Creative Skills**
Ability to find creative solutions where there are no existing parameters or procedural framework

Technical Requirements (Role Specific)

- An understanding of stock condition surveys, decent homes legislation, HHSRS, and Net Zero targets
- Experience of contract management
- Experience of overseeing the compilation of specification and procurement management databases
- Evidence of strong analytical skills and experience of researching and evaluating information, especially statistical and financial, often to solve complex problems, presenting data in a format relevant to the audience.
- A full driving licence and access to a car on each working day. This post is currently designated as a Casual Car User. Car User statuses are subject to review in line with policy.