

Role Title	Clerk of Works
Reports to:	Project Manager
Job Family	Place
Competency Level	Principal Officer
Pay Range / Scale	PO5

Purpose

The Clerk of Works will be responsible for overseeing the quality and standards of housing repair and maintenance works within the borough, in accordance with the Council's inspection process. Working as part of the Planned Works team, the role ensures that contractors complete planned repair works according to specification, within set timescales and costs, to the required standards, safeguarding both tenant satisfaction and regulatory compliance.

The role is essential to ensuring the Council meets its Decent Homes objectives, building safety requirements, and damp and mould policy commitments through its Planned Works Programme.

Generic Accountabilities	End Results/ Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	<p>Activities are undertaken according to relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>

<p>Prepare and present results / responses / reports / recommendations.</p>	<p>Accurate, complete, and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
<p>Provide authoritative advice, guidance and support to colleagues, customers, and stakeholders. Respond to and investigate enquiries / escalated complaints.</p>	<p>Information, advice, and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
<p>Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.</p>	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
<p>Challenge customers' practice and minimise risk, referring concerns to line manager.</p>	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
<p>Work closely with others to clarify changing requirements. Identify, recommend, and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures, and systems.</p>	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered, and evaluated.</p> <p>Changes are effectively communicated to others.</p>
<p>Lead projects or improvement programs or contribute to the delivery of larger projects.</p>	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p>

	<p>Projects are delivered to agreed specification, timescales, and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Support others in their development, including external organisations / customers where appropriate.	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned, and effective.</p> <p>Best practice is shared and promoted.</p>
Support partnership agreements and partnership working within area of responsibility.	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs.</p>
Contribute to service / business plans for area of responsibility and to wider service planning and development activities.	Service / business plans reflect input.
Contribute to budget planning as required.	
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Conduct pre-inspections to diagnose complex housing repair issues and ensure accurate specification of works. Oversee a portfolio of repair and maintenance projects, managing works orders valued up to £5,000. Escalate larger orders with	Effective pre-inspections lead to accurate diagnosis of complex repairs, timely specification of necessary works, and approval of jobs within the £1,000 - £5,000 range. Larger orders are efficiently referred to senior managers with clear recommendations,

recommendations for senior management approval.	ensuring informed decision-making and resource allocation.
Accurate recording of the value of orders and expenditure against those orders.	To enable accurate and robust budget and cashflow management.
Undertake post-inspections to assess the quality and completion of repairs, ensuring compliance with relevant standards, in accordance with LB Waltham Forest's inspections procedure and standards.	<p>Conducting post-inspections and quality assessments of contractor work ensures consistent quality across all revenue and capital projects. This process helps identify issues, maintain standards, and improve contractor performance, leading to higher accountability and project success.</p> <p>Enhanced overall project integrity and safety through rigorous quality assurance processes.</p> <p>Reduced recalls and complaints by implementing thorough inspections and quality control measures.</p> <p>Comprehensive documentation is maintained, demonstrating compliance and quality adherence.</p>
Conduct regular site visits to ensure that work is carried out as per contract specifications and that health and safety regulations are adhered to. Ensure all repair works meet required quality standards, relevant legislation, and building regulations.	<p>Regular site visits are conducted, ensuring adherence to contract specifications and health and safety regulations.</p> <p>Compliance issues are identified and addressed promptly, minimising risks and enhancing safety.</p> <p>Overall project quality is improved by providing immediate feedback and guidance to contractors.</p>
Monitor contractor performance, identifying any issues or trends and recommending improvements where necessary.	All work is completed to required standards and project specifications.
Report on progress of major and planned works projects on a monthly basis, ensuring works stay within budget and timelines.	Progress against project projections is tracked, improving oversight and accountability.
Liaise with contractors and stakeholders to agree on scope and required works for various repair and maintenance projects.	Collaborating with contractors, utilities, and stakeholders ensures smooth coordination and agreement on necessary works. Familiarity with Leaseholder Section 20 legislation ensures compliance in projects impacting leaseholders.
Prepare and submit technical reports to ensure compliance with legislative and	Compliance with legislative and regulatory requirements is achieved. Senior managers,

<p>regulatory requirements. Draft reports for disrepair claims, insurance claims, and residents' meetings. Maintain detailed records of inspections, works carried out, and any arising issues or recommendations.</p>	<p>tenant groups, legal teams, and regulatory bodies are provided with accurate insights. Reporting on Repair Planned Works (Electrical / Mechanical & Gas issues), insurance claims, and resident concerns enhances decision-making.</p>
<p>Liaise with residents to communicate repairs and address concerns, ensuring excellent customer service.</p>	<p>Resident satisfaction is enhanced through prompt and clear responses.</p> <p>Community relations are strengthened by fostering trust and open dialogue.</p>
<p>Ensure all works adhere to health and safety regulations, building standards, and local authority policies.</p>	<p>100% compliance with health and safety regulations, building standards, and local authority policies is achieved.</p> <p>Incidents and risks associated with non-compliance are reduced through regular audits and training.</p>
<p>Keep up to date with housing regulations and best practices, advising on any changes affecting repairs. Identify trends from repair reports relating to cost patterns, defects, and health and safety risks.</p>	<p>Proactively advise stakeholders on relevant changes impacting repair processes.</p> <p>Identifying trends in repair patterns, costs, and health and safety from these reports informs proactive management and strategic planning.</p>

Nature of Contacts

Typically involves Heads of Service, and Senior Managers across the authority, contractors, external agencies, and organisations providing advice regarding Stock condition.

Will involve direct contact with members of the public.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.

Deal with people at all levels confidently, sensitively, and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Has regard to the requirements of Service plans, Housing Asset Management Strategy, TPC contractual requirements, MHCLG Consolidated Guidance, Statutory Building/Health, and Safety requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures, TPC contractual requirements, Building / Health, and safety requirements.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

The Council's stock is over 12,000 homes.

The Housing Asset Management budget is over £20m p/a.

Resourcing

Budget Responsibilities: contributes towards overall responsible management of Housing Asset budget **through management of work orders up to the value of £5,000**

Supervisory Responsibilities: Nil direct - matrix management of contractors as required.

Knowledge, Skills and Experience

- Proven experience in a Clerk of Works, building inspector, or similar role, particularly within housing repairs.
- In-depth knowledge of building construction, housing repairs, and maintenance practices.
- Strong understanding of health and safety regulations, building standards, and relevant legislation, including gas and electrical safety.
- Experience in diagnosing defects and specifying repair works.
- Ability to produce high-quality technical reports and identify trends from repair data.
- Strong project management and organisational skills.
- Able to work in an inclusive manner with staff and residents.
- IT literate, particularly with Microsoft Office, Word, Excel.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area.

Relevant Building qualification, NVQ, ONC,

Membership of a professional body such as ICWCI (Institute of Clerks of Works and Construction Inspectorate) or CIOB (Chartered Institute of Building).

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.