

# Post Specification

## Post Specification - Key Information

- **Post Title: Technical Officer – HIA**
- **Date: December 2025**
- **Post Group Number: 8950**
- **Job Family: Regulation and Technical**
- **Job Family Role Profile: RT10**
- **Final Grade: Grade 10**

To be read in conjunction with the job family role profile.

## Service Area Description

The Housing Team acts as the Council's housing management and strategic housing function involving housing strategy, private sector housing standards and renewal, discretionary and mandatory grants, housing allocation and homelessness, tenancy enforcement, community led housing, supported and affordable housing, in order that the Council achieves its strategic plan, maintaining and promoting a healthy and safe environment.

This includes:-

- Delivery of comprehensive and efficient Home Improvement Service
- Promote and maintain a healthy, safe environment for all residents and visitors to W&F.
- Work towards ensuring that everyone has access to decent affordable housing, with adequate support, in a place where they want to live.
- Provide regulatory support and advice to local residents and businesses.
- Regulate Private Sector Housing to minimise risks to tenant's health through effective enforcement.
- Work with Communities to help deliver their aspirations for new and existing homes.
- Work in partnership to improve the health and wellbeing of residents

## Purpose of this Post

- To undertake a range of activities in order to coordinate the delivery of disabled adaptations in a designated locality or within the wider Council area using the relevant procedure and policies.
- Provide Project management, technical support, and case management to customers accessing the grants available through the Councils housing assistance policy.
- To develop, manage, and maintain a case management system and any other related IT system.
- To provide technical advice, assistance and support to older and/or disabled people and other vulnerable individuals who wish to repair, adapt or improve their homes, ensuring they understand what advice and assistance is needed for each case.
- Provide an appropriate technical service, providing the necessary specialist knowledge and advice, for the benefit of customers and colleagues from the referral stage through to completion of works, within the framework required by the Agency.
- Where required monitor the work undertaken by Technicians, Contractors and Handypersons employed by the agency.
- Liaise between the Council, local Housing Associations, private landlords, Contractors, Occupational Therapists and others.

- To assist the service delivery lead manager, and support caseworkers in providing and delivering a range of services relating to private and social housing sector, including adaptations in the home and home safety, for vulnerable and/or disabled clients

### Key Job Specific Accountabilities

- Undertake, provide and deliver a range of services, and technical advice in relation to the delivery of the Council's approved housing assistance policy and the range of mandatory and discretionary grants on offer to support vulnerable households.
- Carry out detailed negotiations with owners and contractors and work in partnership with Adult Social Care, the NHS and voluntary agencies, to provide information and advice on aspects of the Councils mandatory DFG requirements and discretionary options
- Carry out home visits and inspections to determine grant eligibility, providing the relevant knowledge and advice, and process all aspects of DFG grants or discretionary grants from start to finish, including; initial enquiries, grant forms (completion and checking), financial means testing, inspection of property for suitability, facilitating contracting options for building works for customers, processing the formal decision notice of grant approval, facilitating contracting, all financial payment and completion inspections, ensuring they are familiar with all aspects of the relevant policy and procedures.
- Providing an initial assessment, in the persons own home, of the building work(s) required to the property. Recommend options and highlight any issues, prepare preliminary costings, schedules of work and working drawings, taking into account the client's needs and wishes.
- Use CAD, or other similar software to prepare plans and schedules of work for approval by occupational therapists, clients, and other parties
- Provide technical/ specialist advise to clients on assistance that maybe available to them including benefits, grants, alternative sources of finance and other agencies that may be able to assist, using their advanced knowledge of the policies and the wider housing resources.
- Fully understand and then implement the tendering process and evaluate the quotations.
- Administer the contracts for works, instruct contractors and monitor the quality of workmanship, including contracting under any procurement models, framework or dynamic systems or using the Council financial rules on delivering best value in conjunction with the requirements under the mandatory DFG legislation.
- Arrange final inspections, check and confirm quality of workmanship, raising any defects directly with the contractor. Monitor and ensure that any defects raised are carried out in a reasonable time-period and certify final accounts and authorise payments in accordance with Councils financial regulations.
- To effectively deploy resources including budgets, staff, contractors, professional services and administrative support to ensure delivery of Disabled Facilities Grants, other initiatives and the Council's other private sector housing objectives.
- Develop and maintain good working relationships with all parties, ensuring a customer focussed approach at all times. Work effectively and liaise with other organisations, professionals and colleagues to progress each case promptly.
- Ensure that IT systems and records are regularly reviewed and kept up to date to ensure that case notes are accurate and can be used effectively by the whole HIA team. Maintain appropriate records, statistical returns and management information and to produce appropriate reports and recommendations as directed
- Contribute to the development and promotion of the Agency through a thorough knowledge of the HIA Business Plan; developing good technical practice and procedures; showing

commitment to its values, mission and diversity statements; working co-operatively with colleagues and demonstrating continuing personal development.

- To keep abreast of changes in the building industry and reviewing pricing mechanisms, schedules and specification systems on a regular basis. To assist in the development of standardised schedules of work / layout plans, quality control manuals and procedures required to deliver a comprehensive and effective service
- Monitor ongoing spend and the associated annual budget, reporting any issues to the line manager.
- To arrange for the submission of and ensure that all work complies with current Building and Planning Regulations, CDM, Health & Safety and other relevant legislation.
- Undertake such other duties that are required from time to time and are commensurate with this position.

*Please note: Annual targets will be discussed during the appraisal process.*

### Key Facts and Figures of the Post

- **Budget Responsibilities:** The post holder is responsible for processing customer grant applications and payments for grant approvals up to the value of £10,000 or the determined upper grant limit under the Housing Assistance policy. The post holder will assist the manager by monitoring budgets at a locality level. The post holder prepares all decision notices, documents for processing payments and validates invoices and corresponding financial records for presentation to finance. Accurate records must be kept on the case management system.
- **Staff Management Responsibilities:** None, but will help to direct the work of the Caseworker to ensure service demands are met
- **Other:** None

### Essential Criteria

#### **Qualifications:**

- Minimum level 2 qualification (or equivalent under the National Qualification Framework) in English Language and Mathematics
- A qualification pertaining to construction or technical drawing would be advantageous.
- Trusted Assessor or willing to work towards

#### **Knowledge:**

- Extensive knowledge of, including statutory responsibilities and housing legislation,
- Significant knowledge of some or all aspects of the service area and housing policy / legislation related to private sector housing.
- Knowledge and understanding of service standards and performance criteria.
- Understanding of related legislation on private sector housing issues including detailed knowledge on Disabled Facilities Grants (DFG's)
- Knowledge and experience of building, inspecting building works, building law and standards
- Considerable practical experience of software systems to support case management.
- Understanding of safeguarding responsibilities and how to discharge these

#### **Experience:**

- Significant experience of working with the public providing a service to vulnerable people
- Experience of working in a housing or building-related discipline delivering services to vulnerable individuals and of working with multi agency partnerships
- Experience of managing budgets
- IT skills, including competent use of MS packages especially Excel
- Drawing plans to enable building to be constructed – preferably using an autocad system
- Experience developing external partnerships, with other organisations and stakeholders, to deliver key services
- Experience in compiling and submitting data for statutory returns and in relation to funding criteria

### **Expertise:**

- Ability to make decisions and take responsibility for actions
- Excellent communicator with the ability to challenge and negotiate and engage with a wide range of audiences including dealing with vulnerable groups, their families and others in an empathetic way
- Numeracy skills to be able to cost estimates, carry out means tests and approve grants.
- Analytical and reasoning skills to make decisions based on complex or conflicting information
- Creating plans ranging from a 'bird's eye' sketch plan to full construction drawings to enable therapists to make an informed decision about the adaptation's suitability, and for the contractor to be able to convert the plan into a functional adaptation.
- To identify and assess a variety of risks, such as lone working, asbestos, building site dangers, and to be able to mitigate these risks

### **Disclosure and Barring Service (DBS) Checks**

- This post requires a DBS. The level of check required is Basic DBS.

### **Job Working Circumstances**

- **Emotional Demands:** deals with emotional or distressing situations. Involvement in a decision making, which may receive strong opinion and / or opposition from those potentially affected
- **Physical Demands:** Requirements for site visits to resident's homes which can periodically involve some awkward/constrained physical effort to carry out assessments for role.
- **Working Conditions:** Some exposure to adverse people behaviour which may be aggressive or abusive.

### **Other Factors:**

Must have a full driving licence and access to a car, and the ability to travel throughout Westmorland and Furness.