



Job Profile

Job Details			
Job Title	Repairs, Investment & Compliance Graduate (RICO Graduate)	Section	Repairs / Compliance / Investment – Joint Venture
Division	Property Services	Report to	Technical Compliance Manager
Grade	Spot £26,000	Date completed	April 2019
Disclosure Level	Basic		

Job summary

You will spend time operating across different business areas; repairs, investment and home safety compliance teams to provide varied and interesting experiences to assist in your development. You will work with senior colleagues to perform and demonstrate a robust approach to Landlord Assurance and Compliance, taking all opportunities to develop your knowledge and skills.

You will work as part of a team to ensure that projects are delivered on time, within budget and to agreed quality standards. This will involve developing your skills to assist in the maintenance of our assets, our planned capital, and cyclical maintenance programmes both learning how these services are delivered while developing the necessary skill sets to allow you to eventually take on day to day management of tasks. Opportunities will be provided to ensure understanding of specification and application of the correct materials and work processes.

All tasks undertaken will be supervised/reviewed by colleagues but exposure will be given to all aspects of the service including; responding to Wheatley Group customer concerns in a positive and courteous manner, providing technical advice to frontline teams to protect existing property stock across the Group, supporting the delivery of our 5 year rolling investment programmes and locality plans and providing an agreed inspection and survey service. You will be working to ensure compliance with all current legislation policies and procedures and ensuring that all relevant management information systems are updated accurately and timeously.

Behaviours & Competencies

Our Organisational Competencies

- Think Excellence
- Think Relate
- Think Collaborate
- Think Professionally
- Think Innovate

We want our Repairs, Investment & Compliance Officer Graduates (RICO Graduate) to be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do
- Be a good listener
- Excellent communication and interpersonal skills
- Ability to work using own initiative to find solutions
- Self-aware and self-motivated
- Excellent time management skills
- Work under pressure, with minimum supervision
- Computer literate, with knowledge of PC based office management systems
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent Wheatley Group in a positive and effective manner
- Take responsibility for managing excellent performance results
- Flexibility and the ability and willingness to participate within and across the various repairs, investment and home safety compliance teams
- Take personal pride in getting the job done
- Use professional judgement to achieve creative solutions and deliver great outcomes for customers
- Flexibility and a willingness to respond to the dynamic and changing needs of our organisation

Person Specification

Experience

Essential

- Technical knowledge and competence in a building related discipline
- Experience of negotiating, presenting and report writing skills
- Experience of analysing problems in order to identify solutions
- Proven track record of taking on responsibility with enthusiasm and motivation
- Driving Licence

Desirable

- Previous experience of working within the Social Housing sector or similar
- Previous experience within the construction/surveying industry
- Knowledge of the regulatory framework for Registered Social Landlords

Qualifications

Essential

- Degree in a Construction/Surveying discipline
- Commitment to relevant CPD and other training/development opportunities

Job Outputs

Role output	Includes the requirement to
Landlord Assurance and Customer Service	<ul style="list-style-type: none"> • Support the Landlord Assurance service within your day to day function, to ensure the effective management of our assets and provide a customer focussed service to the highest standard • Assist in the planning and development of local investment programmes and asset management initiatives that will protect and enhance our local assets and sustain our local communities • Contribute to the delivery of a rolling investment and landlord compliance works programme that enhance and sustain our neighbourhoods. Help to ensure projects are delivered effectively to the groups customers' satisfaction on-time, to the correct quality, within budget and to the appropriate technical standards • Assist with landlord assurance and compliance investigations and audits into our assets as determined by or agreed with the relevant Joint Venture Asset Manager. • Assist with landlord assurance visits of our responsive, void and cyclical repairs service to give assurance to the business on compliance. • Prepare remedial work instructions where poor quality workmanship is identified and update Iworld with findings indicating, if applicable, any financial adjustments. Follow up on rectification of such remedial works to ensure corrective action is satisfactory • Support the investigation and action of customer complaints, enquiries and public liability claims made against the group as part of the groups Customer Complaints Procedure • Co-operate with the introduction of new procedures and/or new equipment/technology • Undertake any other duties appropriate to this post and in line with any future needs of the organisation as directed by the relevant Joint Venture Technical Compliance Manager
Provide Landlord assurance for the delivery of value for money, customer-focused investment, compliance and cyclical maintenance programmes	<ul style="list-style-type: none"> • Support the delivery, management and monitoring of our planned capital and cyclical maintenance programme including locality area projects • Develop your understanding of the obligations and constraints within Group subsidiary Business Plans and assist in formulating the 5-year investment plans and projects, which reflect local priorities within the context of the local area • Assist with Landlord Assurance and experience all aspects of individual projects from end to end, from initial planning and consultation through to completion and final account, ensuring accurate scoping of works, effective implementation and monitoring to ensure delivery of outcomes for customers • Learn to carry out VFM evaluation of all capital projects prior to implementation. Agree final project value and spend/output profiles, reviewing expenditure against outputs to ensure value for money on a monthly basis

	<ul style="list-style-type: none"> Learn to carry out regular on site landlord assurance visits of investment and compliance projects and recommend necessary interventions in line with Group standard procedures to maintain the delivery of each project. Ensure detailed project and programme information is recorded through PIMSS, Iworld or other management information systems
Deliver continuous improvement in business performance and customer satisfaction	<ul style="list-style-type: none"> Measure, record and ensure delivery of Key Performance indicators for all Group investment programmes and promote the achievement of quality targets Actively participate in Landlord Assurance visits to customers' homes and record and act upon any customer feedback Input contract information onto PIMSS, Iworld or other management information systems in a timely manner to ensure compliance events are recorded and up to date Minimise risk to the business by ensuring projects are delivered to the standard detailed in any respective contract documents, for capital, maintenance and revenue works in respect of materials and workmanship
Compliance with professional, regulatory, statutory and corporate requirements e.g. health and safety, procurement procedures etc.	<ul style="list-style-type: none"> Compliance with Health & Safety procedures Compliance with professional, regulatory, statutory and corporate requirements Maintain and develop knowledge of all relevant contract documents, technical standards and legislative requirements in connection with delivery of Group programmes Comply and implement all Wheatley group policies and procedures Act ethically and with integrity Promote and implement the groups business plan for local investment, compliance and cyclical programmes Advice, support and guidance to colleagues
Education and Professional Development	<ul style="list-style-type: none"> The graduate will work with management to support their personal and professional development. This will include internal and external training opportunities Take advantage of all opportunities presented to learn and develop relevant skills Work with management and colleagues on a development plan to ensure satisfactory personnel and professional development
Ensure compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> Comply with and implement all Wheatley Group policies and procedures Act ethically and with integrity

Interdependencies

- Joint Venture Asset Manager
- Frontline Housing Staff
- Joint Venture Technical Managers
- Environmental Teams
- Tenants and other customers
- Other group subsidiaries
- Group Partner – City Building
- Contractors