



Technical Support Officer

Level:	Grade 6
Team:	Building Safety and Compliance
Line Manager:	Business Planning Officer – Compliance
Responsible for:	None

About the Job

- Provide comprehensive support service to a specific functional area within the Team
- Be responsible for monitoring performance and job costings; and data contained within the compliance management systems
- Ensure that all works are carried out in accordance with legislation, financial regulations, the delegation framework, procurement regulations, Vico Homes customer care, policies and procedure, good/best practice and specified time constraints when applicable

You'll be trusted to

- Develop trackers to ensure KPIs are met
- Develop an electronic system for handover paperwork; and implementation into Compliance management system
- Develop work processes and systems to ensure compliance work can be delivered in accordance with current legislation, time, cost and quality criteria
- Attend and fully participate in team meetings as required and generate and provide the relevant meeting information
- Ensure all certification is checked for accuracy and stored on a central database and Compliance management system
- Support the team to ensure all compliance data is collected from all stakeholders and fed into the Compliance management system
- Instigate, generate, develop, monitor and report on required systems/databases as requested
- Actively participate and assist throughout the service area as required with regard to the development of systems, individuals and workload
- Support the Business Analyst when required
- Be responsible for monitoring Compliance management system, progress to date and provide regular information on performance to senior management to Property compliance is met

- Be responsible for dealing with telephone enquiries, signposting these where necessary, and taking comprehensive messages for colleagues in accordance with the Customer Care policy and procedures
- Be responsible for checking all areas of compliance/building safety have paperwork uploaded to the correct systems
- Be responsible for making informed decisions regarding Compliance data management and referring any problems to the appropriate senior officer/Manager
- Promote health and safety awareness and ensure a safe working environment, in line with Vico Homes's policy at all times
- Assist in the implementation of appropriate changes in policies and procedures
- Be responsible for raising purchase orders for goods and then checking invoices prior to timely payment
- Authorise payments for purchases and payment of subcontractors
- Help to develop team plans and to assist in their successful completion
- Assist in the development of efficient systems and processes to ensure sound management systems are in place that support delivery of Vico Homes's business plan
- Procure goods and services which provide value for money
- Liaise with Internal and external stakeholders when required to ensure property compliance is achieved
- Be an active member of the Team in evaluating current performance, propose, implement and monitor change in accordance with business need
- Undertake any other duties commensurate with the overall purpose of the job and the grade

Who you'll work with:

Internal: Vico Homes colleagues at all levels of the organisation

External: Stakeholders / Customers, Suppliers, Manufacturers, Contractors / Sub-Contractors, Specialist Contractors, Statutory Bodies, Design Consultants, and so on

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 3 of the Regulated Qualifications Framework, such as A levels, Award, Certificate or Diploma at level 3 or equivalent	✓		AF/CQ
Hold a full valid UK driving licence with access to a vehicle and the ability to travel throughout the Vico Homes operating area on a daily basis and to other locations as required	✓		AF/CQ
Ability to present information in a clear concise manner	✓		AF/I
Able to identify continuous service improvements	✓		AF/I
Contributes and works as part of a team to deliver excellent customer services and achieve targets	✓		AF/I
Experience of management systems preferably in property compliance	✓		AF/I
Experience in the operation of an IT management system	✓		AF/I
Knowledge and practical experience of using IT systems including significant experience of using Microsoft Office and Excel and the ability to create Project Trackers	✓		AF/I
Significant experience in a Development environment with Project experience	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Experience of a customer focused service delivery, including tenant liaison	✓		AF/I
Flexible approach to managing workloads to support business need	✓		AF/I
Evidence of effective communication skills with employees, suppliers, tenants and managers at all levels	✓		AF/I
Willingness and ability to undertake and complete any necessary training	✓		AF/I
The post holder may be required to work outside normal office hours on occasion and have a flexible approach to hours of work	✓		I
Knowledge and understanding of Health and Safety/Compliance within Social Housing		✓	AF/I
Knowledge and understanding of the challenges facing the delivery of customer focused Services in the Housing Sector		✓	AF/I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification