

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**CLERK OF WORKS**

**APRIL 2025**

## Job Description

<b>Job Title:</b>	Clerk of Works
<b>Service Area:</b>	Asset Management
<b>Function:</b>	Asset Management
<b>Team:</b>	Capital Programme Team
<b>Post number:</b>	<b>S006375/S006376/S006377</b>
<b>Grade:</b>	LBR 8
<b>Hours/weeks:</b> E.g. 36 hours/52.14 weeks	36 Hours per week
<b>Base location:</b>	The Orchards Housing Office Broadmead Road, IG8,
<b>Reports to:</b> Job title	Project Manager
<b>Responsible for:</b> Job titles of direct reports	None but will issue instructions to co-ordinators
<b>Role purpose and role dimensions:</b>	The Clerk of Works will play a key role in supporting the effective delivery and administration of all programmed works. They will ensure that all programmes are completed to a high quality, in line with agreed specifications, Health & Safety and to the satisfaction of all stakeholders. To support the Project Manager, liaising with tenants, leaseholders, contractors, consultants, and internal stakeholders.

## Overview of the job

- Reporting to the Programme Project Manager you will be responsible for providing comprehensive support across all areas of programme delivery.
- Stakeholder Management – Act as the main point of contact for tenants, build strong relationships with contractors and internal teams, and attend meetings to discuss progress of works.
- Compliance & Administration – Maintain accurate records and documentation for all capital projects in line with council policies.
- Maintain a weekly site diary to record all activities, progress, key risks to performance, programme, quality and cost of a project, weather conditions, complaints on site. Ensure copies are maintained on file.
- Attend pre contract and monthly progress meetings and offer expert input on delivery of the programme.
- Liaise with internal staff regarding progress, contract variations etc. and provide technical support in the management of budgets and programme.
- Assist in the Section 20 Consultation process with Leaseholders.
- Assist in the preparation and management of capital project plans, budgets, and schedules specific to the borough's needs.
- Coordinate with internal departments, external contractors, and community stakeholders to ensure smooth project delivery.
- Monitoring of day to day project progress and performance, ensuring required standards are being achieved, highlighting risks or issues promptly.
- Produce regular reports for senior management and council committees on project status and performance.
- Support procurement and tendering processes in compliance with public sector regulations.
- Respond efficiently to customer enquiries and ensure that they are fully conversant with the schedule of work to be completed.
- Ensure that all written, electronic and telephone enquiries are answered and resolved effectively in accordance with agreed service standards and timescales.
- Assist in monitoring the performance of contractors and identifying areas for improvement.
- Support the Project Manager in tracking key performance indicators (KPIs) and preparing reports for senior management.
- Contribute to the continuous improvement of Programme processes and procedures in order to support services development and delivery improvements.
- Assist in ensuring all the projects meet the relevant health and safety regulations including CDM.

<p><b>To effectively support Redbridge's Programme Delivery</b></p>	<ul style="list-style-type: none"> <li>• Monitor compliance with contract documentation, drawings and specifications on site bringing any failure to comply with these or relevant standards (including British Standards and Building Regulations) to the attention of the Project Manager.</li> <li>• Ensure that all requests for variations are brought to the attention of the Project Manager for authorisation. Pass all financial information relating to variations to the Project Manager in a timely manner.</li> <li>• Ensure that all site activities are carried out in compliance with current Health and Safety legislation.</li> <li>• Carry out final snagging of all properties prior to hand over ensuring compliance with contract requirements and quality and that all statutory tests and certificates have been obtained and are recorded on file. Provide information in agreed electronic format.</li> <li>• To provide support on all aspects of programme delivery, escalating any areas of potential risk.</li> <li>• Support the Programme Service Manager in their role as the council's advisory lead, providing advice and expertise.</li> </ul>
<p><b>To monitor the quality of delivery</b></p>	<ul style="list-style-type: none"> <li>• Provide support and liaison with internal staff in the operation of the defect's procedure including liaison with contractors and tenants/leaseholders.</li> <li>• Advise the Asset Team on issues of design, specification and layout to ensure the compliance with regulations in line with life cycle costings and Asset Management strategy.</li> <li>• Maintain an up to date, detailed knowledge of all appropriate statutory requirements, Health and Safety legislation and construction / design / technical development.</li> <li>• Contribute to the continuous improvement of the Capital Programme Team and their policies and procedures in order to support services development and delivery improvements.</li> <li>• Offering regular technical advice to other members of the team and other departments.</li> <li>• Attending meetings with contractors and consultants regarding progress and on-site management.</li> <li>• Assist with all aspects contract management for the range of serving and maintenance contracts supporting the work of the Programme team.</li> </ul>
<p><b>Key external contacts: Organisations</b></p>	<ul style="list-style-type: none"> <li>• Tenants, leaseholders, contractors, consultants and suppliers.</li> </ul>
<p><b>Key internal contacts: Job titles or groups of staff</b></p>	<ul style="list-style-type: none"> <li>• Housing Management, Property Services, Asset Management Team, Finance Team, Home Ownership Team, Temporary Accommodation Team.</li> </ul>
<p><b>Financial dimensions: Budgetary responsibility &amp; amount.</b> Equipment, cash, property etc. for which employee is responsible.</p>	<ul style="list-style-type: none"> <li>• Assist with the budget management by highlighting variations and impacts on budget with the Project Manager.</li> <li>• To contribute to the Project Managers annual preparation of the Capital Programme budget.</li> </ul>
<p><b>Key areas for decision making:</b></p>	<ul style="list-style-type: none"> <li>• Authorisation of works up to an individual value of £500</li> </ul>

**Other considerations:**

E.g. working patterns

- To work 36 hours per week.
- For certain tasks the post holder may be exposed to disagreeable or unpleasant working conditions abusive customers, dirt, inclement weather.
- To embed the requirements of the Councils Equal Opportunities policy within the day-to-day activity of the demand led repairs service.
- The post holder will be committed to the wider equality agenda and adhere to the Councils Equal Opportunity goals.
- The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within your grading level and competence.

<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
<b>Line Management</b>	There are no line management requirements but will issue instructions to co-ordinators
<b>Performance Management</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Providing weekly written reports regarding on site progress with supporting photographs as required to support performance reporting.</li> <li>• Plan and prioritise own work activities over the weeks/months ahead to meet desired objectives, adjusting priorities as necessary to accommodate new pressures/frequent changes in circumstances.</li> <li>• Remain fully up to date with all latest legislation, governance and regulations relevant to the role, ensuring any changes are notified to the Project Manager, and implement necessary updates/changes.</li> </ul>
<b>Risk Management</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• The post holder ensuring that all statutory and industry requirements &amp; timescales are properly adhered to.</li> </ul>
<b>Contract Management</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Assist with all aspects of contract management for contracts supporting the work of the Programme team.</li> <li>• Assisting the Project Manager and other colleagues with the programming and procurement of framework contracts.</li> </ul>
<b>Knowledge &amp; Health &amp; Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Maintain an up to date, detailed knowledge of all appropriate statutory requirements, Health and Safety legislation and construction / design / technical development.</li> <li>• Ensure that all site activities are carried out in compliance with current Health and Safety legislation.</li> <li>• Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality &amp; Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.</li> </ul>
<b>Procurement &amp; Relationships &amp; Contracts</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• The post holder will work closely with partners both internal and external to deliver a first-class service (examples include Housing, Contractors and Corporate Finance teams).</li> <li>• The post holder will be committed to the wider equality agenda and adhere to the Councils Equal Opportunity goals.</li> </ul>
<b>Budget Monitoring</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Authorisation of works under the servicing and maintenance contracts up to an individual value of £500.</li> </ul>
<b>Liaison with Key Stakeholders.</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• To represent the service area delegating at key events on behalf of the Project Manager when required.</li> </ul>
<b>Professional and Technical</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• A good understanding of programme delivery, familiarity with the Housing Act and Landlord and Tenant Act and Decent Homes Standard.</li> </ul>
<b>Green Statement</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>

Data Protection/Confidentiality	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>• Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures.</li> <li>• Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
Conduct and Whistleblowing	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
Safer Working	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check, and references will be taken up prior to interview.</li> </ul>
Equalities	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
Customer Care	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
Health and Safety	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
To contribute as an effective and collaborative member of the team	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>• Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>• Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
Flexibility	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and your competence.</li> </ul>

## Person Specification

<b>Job Title:</b>	Clerk of Works		
<b>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</b>		A - I - T	Weighting
<b>Minimum education/ qualifications:</b>	Relevant building qualification e.g. RICS, CIOB, HNC Building / Building Services.	A/I	3
	CSCS accreditation.	A/I	2
	Awareness of housing issues in terms of good practice and legislation. Familiarity with housing legislation, including the Housing Act and Landlord and Tenant Act and Decent Homes Standard	A/I	3
	Good knowledge of Health and Safety legislation relating to construction.	A/I	3
<b>Minimum experience/ knowledge/ skills:</b>	Experience of undertaking overseeing and inspecting programmed works in Social Housing.	A/I	3
	Experience of consultation with a range of customers including Section 20 consultation with leaseholders.	A/I	3
	Proven ability to work methodically, follow agreed procedures and accurately record data and information.	A/I	3
<b>Minimum competencies: Customer service</b>	To actively contribute towards the effective and efficient provision of quality services in response to enquiries from both the public and service departments.	I	3
<b>Communicating and influencing others</b>	Ability to work using own initiative with minimal or no supervision, able to build effective working relationships and work as part of a team (stakeholders include Housing, Contractors and Corporate Finance teams).	I	3
<b>Analysis and judgement</b>	Ability to generate creative and innovative ideas and solutions to problems, and to adopt smarter, more efficient ways of working to achieve goals.	A/I	2
<b>Planning, organising &amp; achieving results</b>	Ability to plan, manage and meet deadlines.	A/I	3
<b>Budgetary</b>	Ability to assist with the budget management and reporting of contracts	A/I	2
<b>Special conditions:</b>	Where required, to work on a rota basis to be on call out of hours duties including weekends and bank holidays	I	3