



Gofal a Thrwsio ym Mhowys
Care & Repair in Powys

Job Description

Job Title	<i>Technical Officer</i>
Reports to	Service Delivery Manager
Responsible for	None
Version	3
Date	<i>February 2025</i>
Location:	Hybrid contract: Newtown office/Home Primarily based in North Powys, may be required to work elsewhere in Powys, depending on service needs.

Purpose of Role

To enable the Care and Repair Agency in Powys to deliver a seamless home repairs advice and adaptations service to older people or people with disabilities across the county.

To work as part of a small team of Technical Officers to:

- Support our clients to be involved and understand the planned physical changes to their homes;
- Liaise with referral agencies particularly Occupational Therapists and the Powys County Council housing grants team.

Use your professional skills to organise the required works to appropriate compliance and quality standards and to agreed deadlines.

Participate in shaping the future direction of the Agency as opportunities for developing services arise.

Main duties and accountabilities

1. Customer Service

- 1.1 Ensure that the client understands and is kept informed of all the procedures and practices involved with their particular circumstances, taking into account their communication needs.
- 1.2 Liaise with the client or client's family or carers as appropriate to ensure

- the specified work is carried out efficiently and effectively and in a timely manner
- 1.3 Ensure that where delays occur, the impact is minimal and clients are kept informed.
 - 1.4 Set up systems and maintain the smooth running of cases by ensuring good records are kept on the database and on any other records as required.

2 Technical Service

- 2.1 To visit clients in their own homes, providing the required level of advice and information, and maintaining regular contact with them at each stage of the case
- 2.2 Prepare schedules of works, using Cad or equivalent working drawings, prepare preliminary costings; and implement the agency's tendering and procurement process and evaluate the quotations.
- 2.3 Work in collaboration to maintain and review an up-to-date register of approved contractors, ensuring competency and CDM regulation compliance.
- 2.4 To administer the Contract for works, instruct contractors and monitor the quality of workmanship.
- 2.5 Ensure all stages of work are monitored, including supervision of work on site and satisfactory completion.
- 2.6 Identify other areas of help which may be needed by, or are available to the client, and make referrals as appropriate.

3 Planning and Organising

- 3.1 Plan and organise own workload to take into account changing priorities.
- 3.2 Ensure diary entries are kept up to date as part of the lone worker H&S procedures

4. Communication

- 4.1 Establish and maintain good working relationships with relevant local authority departments, health services, housing associations and voluntary groups.
- 4.2 Liaise with colleagues within the Agency and external to the Agency to deliver a seamless service to customers.
- 4.3 Ensure all lines of communication are open and cases are progressed in a timely manner with the focus being on the best possible outcome for the customer and in line with the Welsh Government Standards for Adaptations.
- 4.4 On occasion, act as the key contact for external partners/organisations seeking further information regarding the Agency.
- 4.5 Liaise with and maintain constructive working relationships with colleagues at Barcud as required, maintaining particularly strong links with key staff and attending Group meetings as appropriate.

5. Monitoring, Recording & Reporting

- 5.1 Ensure that good records are kept in all cases, updating computerised records as necessary and maintaining case notes and progress forms as required.
- 5.2 Provide reports and case studies as required by the Management Team and stakeholders.
- 5.3 Provide information to the Senior Technical Officer, other departments and Team leaders, Finance Department and other colleagues and organisations responsible for monitoring the projects performance as required.
- 5.4 Carry out final inspections of works within agreed procedures

6. Financial Management

- 6.1 Obtain estimates for costs of works and route to most appropriate work stream, liaising with colleagues as appropriate.
- 6.2 Identify most appropriate procurement route, e.g. tender or schedule of rates, and follow agreed protocol, ensuring transparency of decision making at all times.
- 6.3 Liaise with the Finance Department to verify and certify invoices for payment.

7. Administration

- 7.1 Be responsible for all own personal administration.
- 7.2 Work alongside the Administrator to ensure a timely and seamless service is delivered
- 7.3 Maintain comprehensive records of cases by updating databases and electronic filing system in a timely fashion.

8 Health & Safety

- 8.1. Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and clients and adhere to Health & Safety policies/procedures at all times.
- 8.2 Ensure all construction activities are in compliance with CDM 2015 Regulations.

9 Generic

- 9.1 To abide by and promote the vision, mission and values of Care and Repair in Powys at all times.
- 9.2 Take responsibility for own personal development. Keep up to date with developments in relevant fields of work and research. Proactively identify own training / learning opportunities.
- 9.3 Be aware of, and act in accordance with, the Agency's Confidentiality Policy, and the requirements of the Data Protection Act (GDPR).
- 9.4 Be aware of, and act in accordance with, the Agency's policies and procedures.

- 9.5 Actively promote the Agency's Welsh Language scheme, and be aware of and act in accordance with the requirements of Equality & Diversity legislation.
- 9.6 Participate in staff meetings and training courses as required.
- 9.7 Any other duties commensurate with the post, as may be required by the Agency.



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Person Specification: Technical Officer (Feb 2025)

	Criteria	
	Essential	Desirable
Experience		
• Experience delivering a customer-focused service	✓	
• Experience of working in an advice role		✓
• Experience of domestic construction, repairs and adaptations, and conforming to CDM 2015 Regulations	✓	
• Experience of arranging construction work	✓	
• Experience in housing adaptations		✓
Knowledge		
• Technical knowledge in relation to construction, contracts and energy efficiency	✓	
• Working knowledge of CDM 2015 Regulations	✓	
• Technical knowledge in relation to medium to large scale adaptations	✓	
• Knowledge of the work and values of Care & Repair in Powys		✓
• Knowledge of adaptation grant processes		✓
• Knowledge of beneficiary funds		✓
• Knowledge of Contract Law between client and contractor	✓	
• Knowledge of issues facing elderly people in regard to living independently at home	✓	
Skills		
• Excellent communication skills	✓	
• Confident in the use of ICT and databases	✓	
• Familiar with Microsoft Office software	✓	
• Ability to use basic CAD software for plans	✓	
• Ability to manage and prioritise own work	✓	
• Problem solving & decision making skills	✓	
• Conflict resolution	✓	
• Technical knowledge in relation to construction, contracts and energy efficiency	✓	
• Working knowledge of CDM 2015 Regulations	✓	
• Technical knowledge in relation to medium to large scale adaptations	✓	
• Confidence in delivering presentations on their work to others.		✓
Qualifications		
• A good general standard of education to HND in Construction or a relevant subject or equivalent.	✓	
• Education up to degree level or equivalent		✓
Personal Qualities		
• Understanding and empathy of the needs of older people and people with disabilities	✓	
• Ability to work as part of a team and on own initiative	✓	
• Able to improvise to overcome challenges and reprioritize workload.	✓	
• Demonstrates personal integrity and an ability to maintain confidentiality	✓	

<ul style="list-style-type: none"> • Can work within a changing environment, and embraces change positively 	✓	
Other requirements		
<ul style="list-style-type: none"> • Able to drive and has access to a vehicle 	✓	
<ul style="list-style-type: none"> • Able on occasions to work outside of normal working hours 		✓
<ul style="list-style-type: none"> • Actively promotes and shows commitment to equality and diversity in all aspects of the work of the Agency 	✓	
<ul style="list-style-type: none"> • Be able to hold simple conversations in the medium of Welsh (or be prepared to learn) to minimum ALTE Level 1 		✓