

Defects Officer

Development

Overview	
Role Purpose	Co-ordinate defects resolution in years 1 and 2 post construction, managing contractors to rectify defects through defects processes
Responsible for	<ul style="list-style-type: none"> Responsible for delivering a positive customer experience and excellent defects resolution service to the residents of NHG new build schemes in the defects liability period (DLP).
Reports to	Defects Manager
Line management	<ul style="list-style-type: none"> N/A
Date	February 2020

Role relationships	
Internal	<ul style="list-style-type: none"> Liaise with client team colleagues and front line staff on effective defects resolution
External	<ul style="list-style-type: none"> Manage contractors and consultants to resolve defects Relationships with NHBC and other warranty providers to ensure compliance Liaise with residents on defects issues throughout resolution process

Role accountabilities
<p>Support & Best Practice</p> <ul style="list-style-type: none"> Deliver an excellent defects service to NHG residents in the defects liability period. Support the Defects Manager to monitor contractor and consultant performance in relation to defects. Support the Defects Manager to monitor and reporting on defects performance and trends, adhering to quality control and assurance procedures. <p>Defect Rectification</p> <ul style="list-style-type: none"> Manage contractor performance on defects and aftercare. Ensure that NHG front line staff have up to date information on all defects queries in the defects liability period relating to their patch using WorkWise Work with front line staff and Project Managers within Development and Regeneration & Assets to rectify defects issues identified within a scheme. Liaise with NHG client departments, contractors / developers and consultants to ensure the successful rectification of issues on schemes. Agree solutions with Defects surveyor where necessary. Direct contractors to take

Role accountabilities

responsibility for completion where applicable.

- Develop relationships with client teams and work with colleagues in particular those in Regeneration and Assets to ensure successful conclusion of defect cases.
- Working jointly with Project Managers, leasehold, housing management and resident liaison staff to ensure that residents are effectively communicated with throughout the life of a remedial works project. Support NHG front line staff in managing the relationship with residents.
- Agree reasonable access arrangements to ensure that the implementation of defect works causes minimum of disruption to residents
- Ensure that each project is brought in on time and where this is not achievable ensuring residents and internal clients are kept informed in a timely manner.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> • Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. • Commercial awareness / VFM in everything people do • Make decisions with client team requirements in mind. • Seek views of client teams to ensure projects meet the needs of end users.
Accountability and delivery	<ul style="list-style-type: none"> • Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions. • Ability to use initiative to solve problems independently in a professional setting.
Service improvement	<ul style="list-style-type: none"> • Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues. •
Communication and inclusion	<ul style="list-style-type: none"> • Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others. • Communicate relevant information to all stakeholders.
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> • Experience of delivering successful outcomes from negotiations with external and internal stakeholders. • Experience of delivering high quality customer service • Experience of defects resolution and the construction process desirable. • Experience of managing contractors and holding them to contractual obligations desirable. • Experience with a housebuilder, contractor, consultant, housing association, or similar desirable. •
Skills	<ul style="list-style-type: none"> • An understanding of project management principles and risk analysis skills desirable • Effective IT skills including basic/intermediate/advanced MS

	<p>Office skills</p> <ul style="list-style-type: none"> •
Qualifications and/or professional membership	<ul style="list-style-type: none"> • N/A

Role requirements	
DBS	<ul style="list-style-type: none"> • None
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff)
Data protection role	<ul style="list-style-type: none"> • None