



Career Grade Voids and Responsive Repairs Officer

Melton is an ambitious local authority. We are committed to the development of our colleagues and work hard to create a working environment which allows people to grow and develop their career.

This is a forward thinking, ambitious and high achieving Housing Service that strives to do its best to deliver good outcomes for tenants.

The career grade for the role is based upon achievement, which is work based and work relevant, to create a programme that is flexible and broad in both content and delivery.

Melton Borough Council will support you in the career grade by:

- Providing a programme of training within the workplace.
- Allow time to attend training where appropriate.
- Encourage further development.
- Paying the appropriate wage along with other great benefits.
- Offer you flexible working opportunities to support your work life balance.

Progression through the grade will be dependant on satisfactory performance against all criteria, and the availability of work at the appropriate level.

Satisfactory performance will be based on feedback from one to ones with manager, measured using the following criteria:

- Standard of work
- Attendance
- Motivation
- Development
- Attainment of objectives/goals

This list is not exhaustive and additional criteria may be considered relevant by the line manager.

Qualification and experience

Criteria	Banding
• Experience within the housing sector.	Band 8
• Complete a HHSRS Course. • Level 4 Construction Qualification. • Completing all aspects of the role independently	Band 9

Competencies

Band 8

- Knowledge and understanding of Landlords statutory repair and maintenance responsibilities.
- Understanding of and commitment to Health and Safety legislation and guidance
- Good working knowledge of Microsoft Office suite applications, data analysis, trend identification and interpretation. Knowledge of Northgate Housing system.
- Good organisational skills with an eye for detail to spot and resolve issues.
- Ability to produce reports and information with minimal support.
- Flexible attitude and able to work under pressure. Ability to take initiative and work autonomously within the boundaries of the role.
- Self-driven and results orientated with a positive outlook and clear focus on service improvements and customer excellence.
- To keep up to date with the latest information and learning on building and associated legislation.
- To ensure the safety of our tenants is reflected in the development of the council's housing services and that tenants have meaningful opportunities to hold the council to account as their landlord on safety in their home.
- Attend meetings when required.
- Procure works when required with support.

Band 9

- Hold level 4 Construction qualification.
- Hold a HHSRS qualification.
- Excellent working knowledge of Microsoft Office suite applications, data analysis, trend identification and interpretation. Knowledge of Northgate Housing system.
- Clear, innovative and imaginative thinking to solve problems and support development of policies and strategy for the service.
- Excellent organisational skills with an eye for detail to spot and resolve issues.
- Ability to produce reports and information independently.
- Lead on procurement for work when required.

- Lead on tenant engagement for work.