



Job Description

Job Title: Adaptations Officer

Reports To: Quality Assurance Team Leader

Direct Reports: Nil

Job Purpose: To be the main point of contact for the adaptations service and liaise with staff, tenants, MSIL and others agencies, including dealing with requests for adaptations and any subsequent queries that may arise.

To be responsible for all related enquiries from housing officers, customer service staff and managers for any adaptation work.

Salary Band: Band D

Key Responsibilities

- To take the lead role in the delivery of adaptations, in consultation with Manchester City Council ; and
- To support the preparation of all necessary specifications, Schedules of Work & contract documentation, orders and invoices in relation to the adaptations services.
- To ensure the quality of service provided is monitored effectively

Service Delivery

- To manage the tenant referral process that supports tenant requests for adaptations in their home;
- As required to undertake assessments of tenants requesting minor adaptations in their home;
- To ensure that a high level of service and customer care is delivered to the Groups tenants and those of other landlords who are receiving an adaptation to their home in in line with the policies and procedures of the Group;
- To ensure that all orders associated with the delivery of the adaptations service are raised, issued, completed through Orchard and ePower, and that all databases are updated as required;
- To ensure that all contractor and supplier invoices are paid following close scrutiny of costs claimed;
- To ensure customer satisfaction surveys are completed by tenants who receive a major or minor adaptation and results are input and analysed.



- To monitor service delivery against performance indicators and provide analysis reports as required;
- To assist in reviewing the appropriateness of such indicators as required.
- To support the Quality Assurance Surveyor as required to supervise work on site until completion and customer satisfaction sign off including arranging the authorisation of variation orders;
- To support the management of contractor performance and ensure that this is formally monitored on a quarterly basis and
- Assist in the preparation of tenders for adaptations work

Communication

- To ensure effective liaison with Customers, Housing Management, Property Services and Manchester City Council in respect of the adaptations service;
- To ensure that tenants are properly consulted in respect of work to be undertaken and that access is arranged as required.. To develop and maintain effective channels of communication in partnership with contractors, sub-contractors outside organisations & agencies;
- To develop and maintain effective channels of communication with all contractors, sub-contractors and agents, including facilitating access where required;
- To work closely with the Voids and Facilities Teams on the installation and removal of adaptations to ensure repair and servicing records are effectively updated; and
- To actively seek the views of tenants and to work with tenant groups to develop appropriate changes in the way the service is delivered.
- As required produce customer information to ensure the adaptations service is effectively promoted and understood

Records and Information

- To carry out administrative and clerical tasks associated with the post;
- To assist in maintaining and developing the computerised database of the Group's properties;
- To input and process data to ensure that performance monitoring related to minor and major adaptations against Key Performance Indicators can be effectively carried out.

Policy and Procedures

- To assist in reviewing and developing policies and procedures in relation to the adaptations service; and
- To assist in the preparation of reports and plans relating to the adaptations services.



Health and Safety

- To assist in ensuring that all work undertaken by the Group and its contractors complies with current Health and Safety legislation;
- Follow the Group's Health & Safety Policy at all times; and
- Work to actively promote good employee relations and safety practices in accordance with the Group's policies.

General

- Deliver all services in accordance with Wythenshawe Community Housing Group's policies and procedures;
- To carry out the duties of the post in accordance with the Group's Equality and Diversity policy;
- To deputise in the absence of the Quality Assurance Team Leader in matters relating to adaptations;
- To keep up to date with relevant legislation and best practice;
- To represent the Group as required; and
- To carry out any other duties which are consistent or commensurate with the role and/or as directed by the Quality Assurance Team Leader or senior management within the Group.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.



Related Competencies at Fully Effective Level:

Efficient and Effective

- Asks the “why do we do this?” question about tasks and processes
- Positively challenges processes and ways of working
- Contributes positively to delivery of team VFM

Customer focus

- Anticipates customer issues and needs in advance and takes positive action
- Is consistently confident and professional when dealing with customers
- Will do that bit extra for the customer and will go the extra mile to help
- Role models the importance of customer focus with others
- Identifies and removes barriers to the delivery of service
- Involves the customer in developing the service

Working Collaboratively

- Actively support and promote agreed team decisions
- Supports team spirit and diffuses potential problems and conflicts
- Co-operate within own team and across teams
- Goes the extra mile to help colleagues
- Champions diversity
- Champions teamwork by ‘living’ the Groups values in everything they do

Organisational awareness

- Makes sound decisions in difficult cases and implements practical solutions to problems
- Takes account of the effect and impact on the organisation of their own actions
- Actively promotes the work of WCHG with customers and colleagues
- Demonstrates an understanding of the link between the strategy and operational activity

Challenges and learns

- Makes progress on several issues simultaneously
- Finds solutions when faced with difficult situations
- Adapts style and approach to meet changing demands
- Ensures agreed changes are implemented / supported
- Embraces change