

Job Profile Information: **Quality Inspector Chalcots**

This supplementary information for Quality Inspector (Chalcots) is for guidance for Job Level 5 Zone 1.

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- Your particular contribution will be to provide technical expertise in managing the quality in delivery of a major high profile re-cladding project to high rise residential property. You will be experienced in fire safety with respect to cladding & curtain wall design. The role demands a creative and innovative input across a diverse range of building components whilst managing various external contractors. The role requires robust administrative and contract management skills whilst working creatively with a range of internal and external colleagues and contractors. At the same time you will be working in a front line environment with residents, understanding their specific needs and requirements, including those who are vulnerable, elderly and disabled.
- You will monitor and evaluate the delivery of the works in conjunction with other Officers, Team Leaders, Heads of Service, Senior Officers and elected members to ensure that systems and measures are employed to understand and mitigate impact to residents. You will have a major responsibility for monitoring and evaluating quality in delivery and impact on fire safety on a project affecting over 760 properties with a value in excess of £90M. You will also lead delivery improvement as works progress working with others based on findings from performance measures data.

Example outcomes or objectives that this role will deliver:

The post holder is expected to:

- Work flexibly and creatively with senior management to ensure that all works are delivered to the required standard, manage the end to end work schedule to deliver a solution that is fit for purpose to meet current safety standards and the individual needs of the residents. This post is responsible for innovative and autonomous decision making in the delivery of the works through specialist consultants, contractors and where applicable sub-contractors. Deadlines will frequently change on this project, so the postholder will need to set the

management standard and ensure effective decisions about works standards, which have significant related implications for the overall cost and project turnaround.

- Work with contractors and other teams across Camden to lead and manage the works to the required quality, timescales, and budget.
- To develop and maintain a reporting regime that monitors quality and the compliance of contractors.
- To find ongoing solutions and address these continually and creatively outside of existing processes and systems of work.
- Monitoring and evaluating both individual practice, that of contractors and those of the service and wider team.
- Take a resident focussed approach based on the varying needs of Camden's tenants.

Relationships;

- Work closely with officers, senior officers and elected members in delivering a high profile scheme to meet resident needs effectively.
- Work closely with contractors, including checking and challenging quality, cost management, health and safety, and budget implications.
- Work closely with and develop partnerships with other agencies, teams and colleagues to deliver a service consistent with changing needs.

Work Environment:

- Working predominantly on site the role will require working proactively in the local neighbourhood involving a number of external visits to local residents (both on and off site) and other council offices.
- The role will require working at height
- Attendance at external meetings, sometimes outside normal working hours, as required.

Skills, Knowledge and Experience:

- An appropriate engineering or building qualification or significant equivalent work experience as a Quality Inspector.
- Strong ability to use initiative to meet the needs of our properties and neighbourhoods creatively and innovatively to explore possibilities for improvement and more effective delivery;
- To creatively address problems and barriers outside of existing processes;
- Excellent ability to manage budget and performance monitoring and reflect and address trends and patterns in relation to these;
- Ability to devise and develop innovation solutions to construction problems and ability to relate these to the customer experience;
- Strong understanding of cost of materials and labour and experience in budget management, financial control and contract administration;
- Excellent knowledge of building pathology across a range of property types;

- Understanding of Mechanical and Electrical installations and their functionality in domestic property;
- Understanding of all necessary legislation including, but not limited to, Building Regulations & Planning Acts, RRO, and Fire Protection regulations;
- Understanding of leasehold implications associated with the repair of property in multiple occupation;
- Ability to carry out post inspection to highlight defects, assess quality of repair, cost of repair and time taken, also including suitability to meet needs of customer;
- Ability to interrogate and effectively use IT systems such as. spreadsheets and databases

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility