

Job Profile

Job Title	Technical Officer
Line Manager	Property Services Manager
Line Management Responsibilities	None.
Location	Keniston Housing Association's Office Farnborough, Kent BR6 7UL

Job Purpose

Deliver excellent standards of service by maintaining the Keniston Housing Associations' stock and those managed by Keniston to the highest standards, ensuring high quality responsive repairs are completed on time.

Provide technical advice to colleagues, diagnose property defects and specify repairs, reporting any issues that contribute to a major repair item

Key Responsibilities

- 1 Complete pre-inspection and property surveys, identifying property defects and health and safety concerns and advising the Property Compliance officer on responsive repairs to be ordered.
- 2 Undertake post-inspection of works and resident satisfaction surveys, ensuring appropriate action is taken when works are not satisfactory.
- 3 Provide technical support and advice on technical matters to the Property Compliance Officer, Property Services Administrator and Housing Officers when requested.
- 4 Carry out pre-void, void and transfer inspections in collaboration with the Property Services Manager to agree the scope of works and where instructed specifying works to be ordered to bring the property to the Association's acceptable standard for re letting
 - Attend void management meetings, reporting on progress and completion dates
 - Ensure contractors are suitably skilled and able to carry out the required works within the required times
 - Monitor progress to completion
- 4 To act as Clerk of Works on large scale void projects ensuring that the quality standards are adhered to and monitor progress reporting to the Property Services Manager through to completion
- 5 To Act as Clerk of works on Cyclical Redecoration programs and Stock Reinvestment Projects such as kitchen refurbishments, heating renewals

- bathroom refurbishments, window replacement programs reporting to the Property Services Manager weekly on progress and contractor performance
- 6 Specify works and obtain quotes for standard repair items, voids, and 'Better Homes Better Neighbourhood' projects as required and in accordance with delegated authority.
 - 7 Identify any potential major defects or insurance claims and inform the Office & Resources Manager and Property Compliance Officer; collate necessary information and liaise with loss adjusters and structural engineers to enable a claim to be progressed.
 - 8 Act as a point of contact for colleagues requiring advice on repair issues and recharges.

Nature and Scope

Keniston aims to meet housing needs, provide good quality, well-managed, affordable homes and give residents the service they want. Our core values are respect, openness, inclusivity, integrity, and excellence. The postholder must demonstrate exceptional customer service skills, to ensure that we continue to maintain high satisfaction amongst our residents.

The post holder will need to be able to demonstrate good reporting skills and provide relevant and informative reports and to ensure that reports are returned in accordance with the anticipated time scales. Using IT and digital reporting systems.

As a customer facing employee, the post holder will regularly encounter residents who are vulnerable, may have difficulty communicating, be anxious or angry. Therefore, excellent customer service skills are essential, with the ability to remain calm, patient and professional always. The post holder must be able to demonstrate they are listening to our residents, understanding their needs and respond appropriately.

At the same time, the Technical Officer must be able to balance the needs of the Association and ensure that contractors who are appointed are able to complete the works required to a high standard, on time and to budget. Good project management is important, so that the post holder can deliver a range of improvement programmes at the same time, managing a range of individuals and varying timescales.

The Technical Officer must have a good knowledge of building defects and trade applications and be able to communicate effectively with contractors and on-site personnel

All team members are expected to develop their skills throughout their employment, apply fair working practices and respect differences.

External contacts

Surveyors, Contractors & Consultants, Health professionals, training bodies

Dimensions

Financial	None
Staff	None
Transport	The applicant must hold a full valid Driving licence and access to a car to undertake the duties of the role (mileage paid at 60p per mile)
Hours of Work	As set out in contract of employment (usually 35 hours a week, Monday to Friday)
Right to work	The post holder must demonstrate, and maintain, the right to work in the UK. This role requires a DBS check.

Knowledge, Qualifications and Experience

Ideally supported by a relevant CITB qualification, the post holder must have sound building knowledge of construction and defects diagnostics, site safety awareness and contractor management. Must also be able to demonstrate good negotiation skills

The Technical Officer/Clerk of works must have significant trade experience and be up to date with the latest building regulations.

A commitment to delivering excellent customer service to our residents is a core value, and crucial to successful outcomes in this role.

Training will be provided as necessary for the role. Mandatory training will be provided including:

- Health & Safety (including COSHH, Working at heights and manual handling)
- Asbestos awareness
- Equality and Diversity
- Building regulation updates

Last updated April 2026