

GWAH: ROLE PROFILE			
ROLE	Senior Technical Officer (Building Fabric)	GRADE	8
REPORT TO	Technical Manager	DATE COMPLETED / REVIEWED	March 2026
<p>CORE RESPONSIBILITIES</p> <p>Lead officer for end-to-end project delivery; with a primary focus on building safety, preservation of traditional tenements as part of GWAH's Stonework Strategy and building fabric investment priorities. Coordinate and programme pro-active and reactive investment projects; cultivating mixed tenure support to manage risk, working collaboratively with stakeholders to support the delivery of works programmes. Ensure works compliance with legislation and regulatory standards including the Scottish Housing Quality Standards (SHQS), health and safety, and GWAH's procurement strategy. Maintain comprehensive records and deliver high standards of performance reflective of organisational KPI's, reporting, and customer service in line with Services Quality Guarantee. Line management through the Technical Manager and Technical Director, with accountability through the Chief Executive to the Management Committee.</p>			
<p>KEY TASKS:</p> <ol style="list-style-type: none"> 1. Lead the delivery of GWAH's Stonework Strategy, prioritised and paced with risk / mixed tenure support. 2. Coordinate common building fabric repairs (including incident response), and subsequent associated actions: safety measures, ongoing monitoring and stakeholder engagement, contractor / consultant response, access and reporting. 3. Develop and maintain a detailed building fabric risk register in support of risk mitigation and strategic decision-making. 4. Engage and proactively communicate with private owners, as part of internal and 3rd party Property Factoring Services including hosting meetings (issuing invitations / preparing meeting records), providing accurate and effective advice and information, and ensuring the execution of all relevant documentation (inc Minutes of Agreement). 5. Lead resident communication updates (and related complaints); monitor and reporting on programme progress, risks, budgets, and compliance with SHQS and other regulatory requirements. 6. Ensure compliance with GWAH procurement strategy, alignment with GWEn Written Statement of Services, and legal advice, from preparing business case options appraisals to governance reporting. 7. Procure and manage consultants, surveys, and contractors as appropriate promoting innovation and collaboration. 8. Undertake site visits and act as "Client" in relation to Contract Management, attending contract meetings, and ensuring CDM regulation compliance. 9. Within scope; liaise with contractors from instruction to sign-off and invoice scrutiny. 10. Work collaboratively with 3rd party stakeholders which may include: Local Authorities, 3rd Party Property Factors, peer Social Landlords, Insurance brokers, framework providers, and the Scottish Government to identify and implement practical solutions that overcome barriers to progressing stonework and building fabric repairs (eg supporting owner grant applications). 11. Contribute to newsletters, annual reports, website content, internal communications and other corporate publications / events to communicate strategy progress and outcomes. 12. Support governance reporting, risk assessment, and performance monitoring. 13. Ensure operational compliance with health and safety obligations and policies, including asbestos and legionella. 14. Represent GWAH at resident and stakeholder meetings, promoting the Stonework and building fabric strategies to secure buy-in. 15. Support the implementation and administration of Asset Management Software (database & mobile working). 16. Lead operational risk assessment, performance and compliance reporting, and preparation of governance reports. 17. Undertake appropriate training / qualifications as required, consistent with the scope of the role. 18. Named Emergency Procedure contact for out-of-hours response within scope of role. 			
<p>SCOPE: Towards 2028: Shaping Thriving Communities: A member of the Technical Team within the Technical Division. In the context of GWAH's regulatory and statutory duties as a Landlord, and the aligned duties of Property Factor through GWEn, ensure building fabric safety, preservation, SHQS compliance, and tenant and resident safety through robust decision making, effective communication, and efficient use of resources. Actively progressing and supporting the delivery of asset management, procurement and investment in the protection of property investment and assets. Initial focus on delivery of investment in traditional stone tenement stock (extending to wider building fabric) and planned maintenance projects, and with flexibility and scope of role to reflect organisational priorities, change, and progress towards 2028 vision.</p>			

COMPETENCIES	
Team Working	Proactively engages with others to ensure accurate and comprehensive information is shared. Actively contributes to, and participates in, team discussions and activities. Promotes and engages in positive teamwork, respecting the contribution of others. Displays a willingness to assist, support and mentor other members of the Team. Highlights issues of importance and keeps team apprised on matters of common interest. Comfortable with lone / remote working and displays awareness of personal safety and risk. Uses initiative and generates ideas.
Knowledge	Extensive project delivery experience with demonstrable risk and compliance awareness. A high degree of professional knowledge, specialism and competence reflecting the core responsibilities and scope of the role. Awareness of the housing sector, its wider environment and the changing role of RSLs Understanding of Property Factoring services.
Professionalism	Operates within the framework of policies and procedures and actively contributes to the review and delivery of same. Displays willingness and enthusiasm in carrying out responsibilities and tasks. Commitment to change, continuous improvement, learning and best practice. Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate.
Customer Service	Embraces a culture of quality, responsive customer service and engagement. Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders, reflective of needs. Proactively mitigates complaints through successful service delivery and interaction.
Interpersonal	Demonstrable social maturity, with confidence to managing difficult conversations. Effective negotiation skills with the ability to influence positive outcomes. Self-motivated, performance driven, flexible, reliable, adaptable and sociable, demonstrating self-confidence, initiative and drive to ensure common goals are achieved. Willing and enthusiastic about outdoor working in all weather conditions. A positive ambassador for GWhA and social housing.
Organisational and analytical	Ability to analyse situations and respond with sound judgement and appropriate action. Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance. Ability to analyse and interpret data, high degree of accuracy and attention to detail. Responsive to changing demands.
Communication and ICT	Displays confidence and professional rapport with internal and external customers. Effective communication, language, report and letter writing skills. Effective contribution and input to newsletters and corporate publications. Proficient ICT skills: Outlook, Word, Excel, PowerPoint
Vision & values	Embraces and promotes GWhA's Code Of Conduct and values: Inclusive, Considerate, Accountable, Resourceful, and Ethical ; promoting equality, value, diversity and sustainability to Shape Thriving Communities .