

GWHA: ROLE PROFILE

ROLE	Technical Officer	GRADE	7
REPORT TO	Technical Manager	DATE COMPLETED / REVIEWED	May 2026

CORE RESPONSIBILITIES

Commitment to enhanced customer service through the provision of quality advice, information and support to residents, owners and stakeholders. Demonstrable technical and specialist knowledge to support the protection of property assets through the delivery of major works, cyclical maintenance, common fabric repairs, and component replacement programmes. Work collaboratively with colleagues, consultants, contractors and stakeholders, assisting in procurement and contract administration activities in line with GWHA's procurement strategy. Maintaining comprehensive and accurate records, reporting and administrative systems, ensuring works comply with relevant legislative, regulatory and health and safety requirements. Deliver high standards of performance and professionalism, contribute to continuous improvement, and operate within GWHA policies, procedures and delegated authorities. Line Management through the Technical Manager and Technical Director (as supported by Senior Technical Officers), with accountability through the Chief Executive to the Management Committee.

KEY TASKS: Asset Management

1. Support the delivery of planned, cyclical and ad-hoc works programmes, including SHQS, EESSH and component replacement initiatives, as directed.
2. Undertake property inspections to assess condition, compliance and investment need, contributing to asset management and investment planning, including associated day-to-day updates to/and reporting from asset management software, databases and mobile working solutions.
3. Assist in procurement and contract administration activities, including:
 - a. Preparation of business case options appraisals, specifications and schedules of works
 - b. Supporting tender documentation and submission processes
 - c. Assisting with tender evaluation exercises
 - d. Supporting pre- and post-contract administration in line with GWHA procurement strategy.
4. Undertake site visits to monitor works on site, attending contract meetings as required and escalating issues appropriately.
5. Support the Senior Technical Officer / Technical Manager in contract management activities, ensuring contractor compliance with quality, cost, programme and health and safety requirements.
6. Assess and support the management of contractor performance, reporting concerns, trends or risks.
7. Liaise with tenants, residents, private owners and stakeholders regarding planned and live works, contributing to effective communication; complaint mitigation, and complaint handling.
8. Represent GWHA at resident meetings and site-based engagements where appropriate.
9. Scrutinise invoices and valuations for accuracy and value for money prior to processing within delegated authority.
10. Assist with risk assessments, compliance reporting and preparation of performance or governance reports.
11. Ensure operational compliance with GWHA health and safety policies and procedures, including asbestos, legionella and CDM awareness, proactively addressing matters arising and escalating concerns as required.
12. Contribute to newsletters, website content, internal communications and corporate publications to support communication of works and outcomes.
13. Act in compliance with legislative, regulatory and corporate requirements, seeking guidance where matters fall outside role scope or delegated authority.
14. Support GWHA management and officers in their duties to deliver on GW Corporate Plan objectives.
15. Undertake appropriate training and continuous professional development aligned to the scope of the role.

SCOPE: Towards 2028: Shaping Thriving Communities:

A member of the Technical Team within the Technical Division. In the context of GWHA's regulatory and statutory duties as a Landlord, and the aligned duties of Property Factor through subsidiary company 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 and planned maintenance projects, and with flexibility and scope of role to reflect organisational priorities, change, and progress towards 2028 vision.

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 team work, 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	Demonstrable project delivery experience and risk / compliance awareness, professionalism and competence to reflect core responsibilities and scope of 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. Mitigates complaints through successful service delivery and interaction.
Interpersonal	Positive Ambassador 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.
Organisational & analytical	Ability to analyse situations and respond with 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 & 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, Co-pilot.
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 .