

PERSON SPECIFICATION		
The right candidate will have the following knowledge and experience. Where Essential Criteria are not met you must be open to related training opportunities.	Essential	Desirable
Education, Qualifications & Training		
Further Education - Degree or equivalent professional qualification in a relevant discipline such as building surveying, construction, property, housing.	X	
Relevant professional membership or evidence of working towards professional accreditation, where appropriate.		X
Evidence of continued professional development (CPD) keeping abreast of relevant changes in legislation / regulation.	X	
Experience		
Significant experience in a senior technical, property, asset management or building related role.	X	
Experience within a housing association, local authority or similar property environment.		X
Proven experience of leading, managing and developing technical teams including setting objectives, managing performance and providing professional support and guidance.	X	
Experience of managing significant capital budgets, demonstrating sound financial control, value for money and effective resource allocation.	X	
Extensive experience of contractor and consultant management, including procurement, mobilisation, performance management, quality assurance and resolution of contractual issues.	X	
Experience of working within a complex regulatory and compliance environment, with a strong understanding of the responsibilities of a landlord in relation to the safety and condition of residents' homes.	X	
Proven experience of managing complex complaints, service failures, enquiries, disrepair matters and escalated technical issues, including providing clear professional advice and identifying appropriate remedial action, reflective of organisational risk and priorities.	X	
Experience of delivering significant multi-tenure works projects including external fabric and common repairs, component replacements, and cyclical maintenance contracts.	X	
Experience of major investment, decarbonisation, retrofit, energy efficiency or building improvement programmes in occupied buildings / residential environments.		X
Experience of setting and maintaining high technical, quality and customer service standards across technical services.	X	
Experience of interpreting technical information, surveys, reports and data to support evidence based decision making and investment planning	X	
Experience of identifying property risks and implementing appropriate mitigation, improvement and assurance measures.	X	
Experience of leading or contributing to service improvement, and the development of technical policies, procedures and standards	X	
Knowledge		
Comprehensive understanding of relevant housing, health and safety, building and property related legislation including landlord responsibilities and applicable regulatory requirements.	X	
Strong understanding of building safety and property compliance, including the principles of risk management, statutory inspections, remediation and technical assurance.	X	
Knowledge of relevant legislation and standards relating to areas such as Health and Safety at Work, CDM, asbestos, fire safety, gas safety, electrical safety, legionella and other applicable building / property compliance requirements.	X	
Extensive understanding of construction methodology, services, building defects, diagnosis and remedial solutions including applicable technical standards.	X	
Good understanding of the regulatory and governance environment within the social housing sector, including the role of property factoring within the housing association or private sector.	X	
Detailed knowledge of public sector / social housing procurement processes including procurement routes, tendering, evaluation, contract award and contract management.	X	
Sound knowledge of standard construction and professional service contract documentation and the principles of contract administration, risk management and dispute resolution.	X	
Knowledge of equality, diversity, safeguarding and the need to consider person focussed solutions of stakeholders when delivering technical services.	X	

Skills and Abilities		
Strategic and technical leadership – able to provide credible professional advice to inform decision making, in the context of organisation governance and service wide priorities.	X	
Excellent attention to detail and ability to work to tight deadlines, managing a diverse and complex workload, changing circumstances and demands.	X	
Excellent interpersonal, negotiation, and communication skills both written and verbal, including a solutions focus as part of challenging conversations.	X	
Ability to work with minimum supervision with demonstrable planning and organisational abilities,	X	
Competence to deputise for the Technical Team in absence of Technical Director.	X	
An effective team player, working across teams and building strong stakeholder relationships.	X	
Strong leadership and people management skills, including coaching, developing and motivating staff.	X	
Excellent customer care skills and a customer focused approach to service delivery	X	
Effective problem solving and decision-making skills	X	
Ability to develop and sustain positive working relationships with external agencies and partners	X	
High level of IT literacy, including Microsoft Office (for example, Microsoft Word, PowerPoint, Excel, Teams and Co-pilot) and relevant housing/asset management systems.	X	
Ability to effectively manage contracts, contractor, and consultant performance.	X	
Demonstrate professionalism and ability to maintain confidentiality	X	
Personal Qualities		
Demonstrates professional integrity and accountability	X	
Proactive and solutions focussed, with a commitment to delivering safe, good quality homes and services	X	
Resilient and able to operate effectively under pressure	X	
Sound negotiation and judgement skills	X	
Positive ambassador with a strong commitment to social housing and GW organisational values, and Staff Code of Conduct	X	
Other Requirements		
Committed, flexible and adaptable approach to work requirements	X	
Commitment to undertaking any training or professional development required to maintain competence and meet the requirements of the role.	X	
Flexibility to attend meetings, emergencies and other events or training out with normal office hours if required.	X	