

Job Description



Job Title: Technical Assistant	Service Area: Housing	
Directorate:	Post Number:	Evaluation Number: JE6092
Grade: PO3	Date last updated:	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To oversee and coordinate surveying activity and associated projects within the Disrepair, Technical, and Damp & Mould task force teams, ensuring surveys, remedial works, and associated processes are delivered efficiently, compliantly, and in line with statutory and legal requirements. The post holder will manage survey coordination, resource allocation, performance reporting, and stakeholder liaison, including engagement with legal services on housing disrepair claims. The role includes line management responsibilities and plays a key role in maintaining effective operational delivery across responsive, complex, and high-risk housing cases.

Job Context

1. The post holder reports to PMO Lead for line management and Senior Lead Surveyor for day-to-day work-related tasks.

2. The post holder has line management responsibility for designated staff within the technical/surveying
3. The post holder is responsible for coordinating resources, monitoring workloads, and supporting financial processes such as raising purchase orders, but does not hold full budget ownership.

Job Summary

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Oversee and coordinate surveys and technical projects across the Disrepair, Technical, and Damp & Mould task force teams to ensure timely completion.
2. Arrange and schedule surveys, ensuring appropriate technical resources are allocated, particularly for technically complex or high risk cases.
3. Monitor surveyor workloads and manage resource allocation to ensure continuity of service, including cover during periods of absence.
4. Coordinate and monitor the allocation, availability, and condition of surveying equipment.
5. Support the management of housing disrepair claims by coordinating technical input and maintaining accurate records.
6. Prepare and provide disclosure documentation relating to disrepair cases in line with legal and data protection requirements.
7. Review claims information and liaise with internal Legal Services, providing instructions and supporting advice on repairs, damages, and cost assessments as required.
8. Maintain detailed project trackers, databases, and management systems to ensure accurate monitoring of surveys, works, and claim progress.
9. Prepare performance and progress reports for senior management, highlighting risks, delays, and capacity issues.
10. Ensure data quality, record keeping, and system updates comply with council standards and governance requirements.
11. Raise purchase orders and support financial tracking in line with council procedures.
12. Act as a key point of contact for tenant and stakeholder enquiries relating to surveys, disrepair cases, and technical works.
13. Ensure clear, timely, and sensitive communication between tenants, surveyors, contractors, legal teams, and complaints teams.
14. Work collaboratively with resident liaison and complaints functions to support effective resolution of cases.
15. Line manage designated staff, including workload planning, performance monitoring, support, and development.
16. Ensure staff comply with health & safety, equality, and council policies and procedures.

Other Duties

Personal Specification



Job Title: Technical Coordinator	Service Area: Housing	
Directorate:	Post Number: Fusion	Evaluation Number: JE6092
Grade: PO3	Date last updated:	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <p>Knowledge or experience in housing, construction, surveying, or property services.</p> <p>Ability to carry out measurements, collect data, and maintain accurate records.</p> <p>Good IT skills (Microsoft Office, Excel, and ideally housing/asset systems such as Northgate, Keystone, or equivalent).</p> <p>Strong organisational skills with attention to detail. Effective communication and customer service skills, with the ability to deal sensitively with residents.</p> <p>Willingness to work on site and visit occupied/unoccupied properties.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>Sound knowledge of general office procedures and use of office equipment.</p> <p>Ability to analyse technical and performance data, maintain detailed trackers, and produce management reports.</p> <p>Desirable</p> <p>An understanding of the changes to the regulatory regime as a result of the publication of the Building Safety Act.</p> <p>Technical qualification (e.g. BTEC, HNC or equivalent) in construction, surveying or building studies Experience of working in a local authority or housing provider environment.</p> <p>Knowledge of building safety, compliance (fire, gas, electrical), and Decent Homes standards.</p> <p>Extremely proficient in Microsoft Office applications (Word, Excel, Outlook, PowerPoint) with the ability to use them to produce professional documents, analyse data, and manage records effectively.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>EDUCATION/QUALIFICATIONS</p> <p>Essential Educated to A level or equivalent with GCSE Maths and English (A-C)</p>	<p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>EXPERIENCE:</p> <p>Essential</p> <p>Ability to coordinate and oversee surveys and technical workstreams to meet service priorities and deadlines.</p> <p>Strong organisational skills with the ability to manage multiple cases, trackers, and competing demands.</p> <p>Ability to allocate resources effectively, including arranging cover and supporting technically complex jobs.</p> <p>Ability to maintain accurate records, update systems, and produce basic performance reports.</p>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>Good communication skills, with the ability to liaise with tenants, surveyors, contractors, legal services, and internal teams.</p> <p>Ability to manage sensitive enquiries professionally and empathetically.</p> <p>Competent IT skills, including Microsoft Office (particularly Excel) and housing or case management systems.</p> <p>Ability to supervise or line manage staff, including workload allocation and day-to-day support.</p> <p>Desirable</p> <p>Experience of housing disrepair, damp & mould, or compliance-related work.</p> <p>Experience of working in a local authority or social housing environment.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to work as part of a team.</p> <p>Able to deal at all levels within a wide stakeholder base.</p> <p>Able to work under pressure and prioritise a large and varied workload.</p> <p>Ability to adapt and embrace change and to respond flexibly to conflicting priorities.</p> <p>Commitment to the promotion of Equal Opportunities particularly with regard to service delivery, decision making processes and working practices, with the aim of positive public acceptance.</p> <p>Willingness to undertake and attend training as required to develop skills and support the team.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p>	<p>Application Form/Interview</p>

