

Construction Clerk of Works

Team - Development and Construction	Team responsibility - N/A
Manager – Construction Manager	Budget responsibility - £XX
Directorate – Assets and Growth	Job grade - 5
Location – Northallerton	
Stakeholders -	

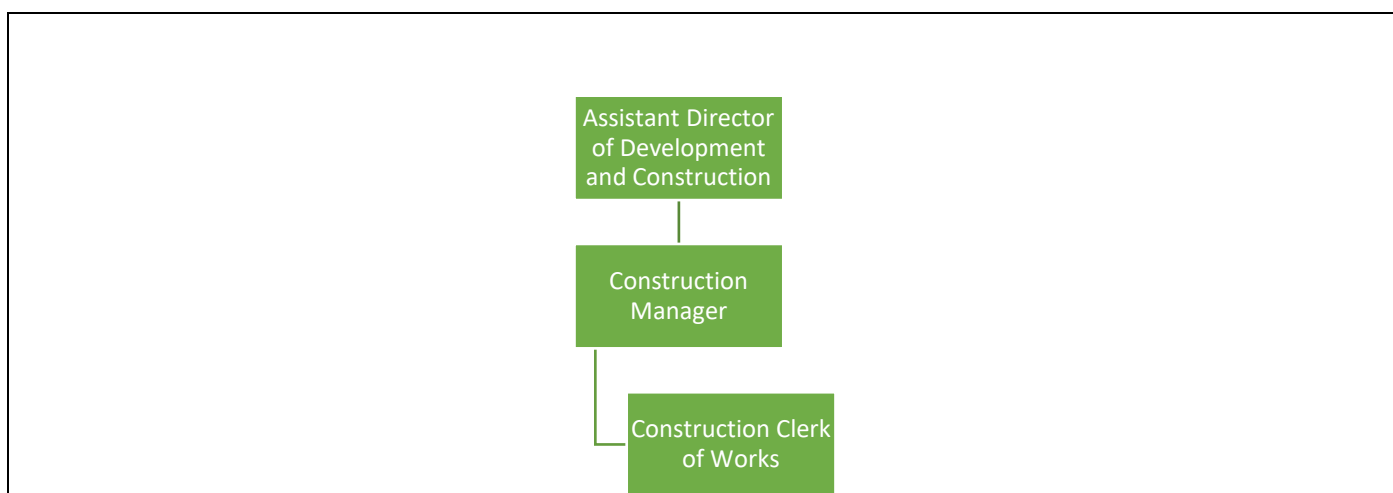
Role Purpose:

To provide effective site inspection and contract monitoring across new build, planned, cyclical, responsive repair and maintenance projects.

The role ensures contractors deliver safe, high-quality homes in accordance with approved designs, specifications, programmes and budget parameters, and provides timely site-based information and assurance to managers and project teams.

Working collaboratively with customers, colleagues, consultants and contractors, the role supports good customer experiences, accurate and well-managed data, value for money and continuous improvement in the design, delivery and future maintenance of homes.

Organisational Structure



Main responsibilities

Site Quality, Compliance and Health & Safety

- Inspect and monitor contractors on site to promote consistently high standards of workmanship and support delivery within agreed programme and budget parameters.
- Check that new build and maintenance works comply with approved contract designs, technical specifications, current design standards and relevant statutory and contractual requirements.
- Monitor site practices and be proactive in identifying, recording, escalating and following up health and safety concerns, helping Broadacres fulfil its obligations as client.
- Support Development, Asset Management and Property Services managers with site-based evidence on contractor performance across internally and externally delivered programmes.
- Undertake and document monthly CDM and SHEQ audits across live construction sites and maintenance projects, identifying areas of non-compliance, agreeing corrective actions with contractors and project teams, and monitoring actions through to completion to provide assurance on health, safety, environmental and quality standards.

What does success look like?

Homes and works are delivered safely and to the specified quality, with non-compliance and emerging risks identified early and followed through to resolution. Managers receive reliable site-based assurance, and contractor performance supports delivery to the required standards, timescales and budget parameters.

Monthly CDM and SHEQ audits are completed within agreed timescales on the compliance management system, actions are tracked to completion, and compliance is consistently maintained across all projects.

Project Coordination and Communication

- Coordinate effectively with internal teams, consultants and contractors so that site issues, constraints, risks and requirements are understood and appropriate action is taken.
- Maintain effective liaison with relevant departments throughout new developments, sharing information on progress, handover requirements, new technologies and future maintenance implications.
- Prepare and distribute accurate weekly progress reports for each scheme, highlighting progress against programme, quality matters, risks, decisions and actions required.
- Provide practical cover and support across the Property Development and Asset Management teams, including Property Surveyors, within the scope and competence of the role.

What does success look like?

Project teams have timely, accurate information and work together to address issues, manage risks and maintain delivery. Internal teams are informed and prepared for handover, occupation and future maintenance, and find it easy to work with the role holder.

Handover, Defects and Customer Experience

- Undertake thorough snagging and back-snagging, working with contractors and project teams to support complete, well-managed and smooth handovers.
- Inspect properties at the end of the defects period, record and report specific problems, and support the Construction Manager in ensuring defects are rectified promptly.
- Act as the main operational point of contact for latent defects and associated complaints, coordinating investigation, communication, action tracking and resolution.
- Take ownership of defects performance across allocated schemes, providing technical leadership to the defects team, reviewing defects data and KPIs, identifying recurring quality issues, and ensuring lessons learned are fed back into construction activities to improve quality and customer outcomes.
- Liaise appropriately with tenants and occupiers, listening to their concerns and maintaining clear, professional communication to support good customer experiences.

What does success look like?

Homes are safe, well-presented and handed over to the required standard, with minimal outstanding items and defects tracked through to timely resolution. Customers are kept informed and treated professionally, and insight from defects, compliments and complaints is shared to support service improvement.

Defects KPIs are achieved, defect trends are actively monitored and addressed, contractors are held accountable for performance, and customers receive a timely and effective defects service.

Asset Information and Project Assurance

- Collect, validate and record accurate property, component and handover information on the Association's housing management system.
- Maintain clear inspection, progress, risk, action and defect records that provide an effective audit trail and support data-informed operational decisions.
- Provide managers and project teams with timely, factual site information and assurance on quality, programme, contractor performance, defects and emerging risks.
- Handle personal and project information in accordance with data protection legislation and the Association's information governance requirements.

What does success look like?

High-quality, well-managed data is complete, accurate and available when needed to support handover, maintenance planning, performance monitoring and compliance. Reporting gives project teams a clear view of progress, risks and required actions without extending the role into strategic or corporate assurance ownership.

Continuous Improvement, Design and Value

- Identify and advise the Construction Manager of practical opportunities to improve quality, customer experience, value for money or cost effectiveness on live schemes.
- Provide evidence-based reviews of design and specification following completed schemes and participate in project reviews to capture lessons learned.
- Contribute practical site and technical input to new projects so that delivery experience, best practice, maintainability and specification improvements inform future proposals.
- Work with internal departments to build awareness of new technologies, retrofit and decarbonisation considerations, and potential future maintenance implications for new homes.

What does success look like?

Site evidence, customer feedback and lessons from defects and maintenance are translated into practical recommendations for future designs and specifications. Opportunities to improve quality, whole-life performance and value for money are identified early, clearly evidenced and escalated for management decision.

General

- Comply with Broadacres policies, procedures, code of conduct and relevant legislation, including Data Protection, Equality, Diversity and Inclusion, Health and Safety and financial regulations.
- Represent the Association professionally and uphold its corporate plan, mission, vision, values, aims and objectives, with particular emphasis on customer care and inclusive practice.
- Attend training and development activities necessary to maintain competence, professional knowledge and effective performance in the role.
- Work collaboratively across the Association and provide reasonable cover and support where required.
- Embrace Broadacres' sustainability ambitions and contribute to environmentally responsible working practices.
- Carry out any other duties consistent with the grade, responsibilities and nature of the post as may be required from time to time.

What does success look like?

An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

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Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	Extensive experience working in the construction sector primarily housing building / maintenance sector. Dealing with contractors and consultants on construction sites Dealing with the public.		Application form Interview (may include presentation or occupational test where appropriate)
Skills -	Communicates complex operational information clearly, creates open dialogue and uses empathy to support colleagues, customers and stakeholders through difficult situations. Coordinates team priorities, resources and deadlines, adjusting plans when operational demands change. Diagnoses complex operational problems, considers multiple perspectives and makes evidence-based decisions with appropriate escalation. Promotes effective digital ways of working, improves team adoption and uses data and systems to enhance service delivery.		Application form Interview (may include presentation or occupational test where appropriate)
Knowledge -	Knowledge of Health and Safety legislation, British Standards, Building Regulations, Planning requirements and other regulations affecting construction		Application form Interview (may include presentation or

	Knowledge of range of construction methods including modern methods of construction.		occupational test where appropriate)
Special Requirements	Willing and able to work outside normal hours. Able to demonstrate an understanding of and commitment to Diversity/ Equality and tenant participation. Commitment to working as part of a team to deliver a quality housing service. Ability and confidence to drive and access to a vehicle.		Application form Interview (may include presentation or occupational test where appropriate)
Qualifications	HNC in Building Maintenance or equivalent. Member of The Institute of Clerks of Works' or other relevant professional body		Application form