

ROLE PROFILE

POSITION	Development Officer (Customer Care)		
TEAM	Development & Sales	LOCATION	Coastline House
VERSION	1	LAST UPDATED	December 2018

PURPOSE OF ROLE	The Development Officer (Customer Care) reports to the relevant Development Manager and is responsible for co-ordinating the defects process post Practical Completion and working with colleagues and stakeholders to assist in a smooth handover process. The post holder may also be required to project manage schemes on site..
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KEY ACCOUNTABILITIES

1. For newly completed homes assist in the handover process from the Development Team to other internal teams and customers.
2. Monitor, record and coordinate the resolution of new build defects from practical completion to the end of the defects liability period, working with customers, consultants and contractors to ensure defects are resolved as quickly and effectively as possible.
3. Assist the Development Manager(s) to prepare and maintain all scheme files to ensure accurate record keeping to start on site, then be responsible for this process from start on site.
4. Project manage, with appropriate support from the Development Manager, the day to day delivery of development schemes from start on site through to making good of defects including attendance at site meetings, liaison with internal and external customers, snagging, the handover process and defects inspections and sign off.
5. Manage the delivery of specifically adapted properties on schemes as required.
6. Assist the Development Manager(s) with the co-ordination, modification and completion of legal agreements as required from start on site.
7. Be responsible for the completion of practical completion grant claim forms, checking and processing all invoices and certificates and arranging for the signing and sealing of all Collateral Warranties and other documents and appointments.
8. From start on site, be responsible for monitoring scheme budget control including valuations and cash flow updating, up to an annual value of £15 million.
9. Assist the Development Manager(s) where required with the organisation and administration of a range of development meetings and tours, public consultation events, open days, public relations and community engagement.

10. Manage and co-ordinate consultants in relation to development activities, including the management of at risk costs, working closely with colleagues, customers and other stakeholders.
11. Assist in the preparation of the company's design brief and policies and procedures, and make recommendations for changes and improvements.
12. Be responsible for the coordination and input of scheme data onto the Housing Management data systems in line with agreed procedures.
13. Be responsible for updating relevant procedures and content on Coastnet and Coastline's website and the compilation of submissions for awards.
14. Be responsible for the production and presentation of the project review outturn reports for all schemes.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Development Manager

CONTACTS

Internal

- Senior Managers
- Staff

External

- Customers, customer representatives.
- Councillors
- Contractors and consultants
- Local authorities

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> • Professional qualification in housing/construction/law/property • Two A levels 	<ul style="list-style-type: none"> • Degree level education
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • A good knowledge of development processes for residential property. • An understanding of the legal processes involved in acquiring and disposing of property. • Knowledge of construction processes 	<ul style="list-style-type: none"> • Previous RP experience • Knowledge of Homes England's regulations, procedures and standards.

Job Related skills	<ul style="list-style-type: none"> • Experience of working in the construction or property development sector. • Good Microsoft Office IT skills. • Good financial management and budgeting skills. • Experience of organising and attending customer consultation events. • Experience of working with a range of consultants. • Previous experience of financial appraisal tools and software. • Good commercial awareness and negotiating skills. • Good numeracy and literacy skills. • Ability to carry out market research and prepare reports. • Ability to assist with the submission of Homes England bid information on to IMS. 	<ul style="list-style-type: none"> • Project management experience. • Understanding of customer consultation processes. • Report writing experience. • Experience of using a Customer Relationship Management system to monitor and manage customer journeys.
Personal Skills	<ul style="list-style-type: none"> • Ability to work in a team environment. • Competent to represent the company at a range of external and internal meetings. • Ability to work under pressure. • Confidence to deal with a wide range of people. • Ability to meet performance targets. 	<ul style="list-style-type: none"> • Ability to work independently.
Other	<ul style="list-style-type: none"> • Possession of full driving licence. • Willingness to travel throughout the area of operation as required and to attend seminars and meetings. • Standard Disclosure & Barring Service Certificate check satisfactory to the organisation 	<ul style="list-style-type: none"> • Willingness to work outside of normal working hours when required.