



Post Title: **Customer Quality Assurance Officer**
Grade: **NCC H**

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

Contribute as a key member of a multi-disciplinary technical team within Nottingham City Council Housing Services (NCCHS) to provide a co-ordinated, high quality customer orientated service. Assist in ensuring multi-trade works are completed to the agreed quality and standard, identify immediate solutions by assessing and agreeing variations to resolve site-based problems. Responsible for ensuring that post and pre-works are quality checked and completed in line with current Health & Safety legislation, construction design managements and planning regulations. Managing customer repair related issues using relevant multi skilled trade background.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. To ensure the technical quality of work and service delivered by Housing service is of the highest standard; responsible for checking work quality and resolving tenants' repair related issues.



4. Highlighting any H&S concerns lead on the resolution and rectification of any works highlighted, and where applicable, complete small repairs to resolve issues right first time.
5. Throughout the life of building projects, provide support tenants and customers whilst work is in progress.
6. Overseeing complaints passed to NCCHS using of a multi-trade nature, by visiting customers in their homes to ensure complaints are resolved in accordance with procedures and specified timescales. Providing relevant feedback to the Repairs Service Manager or Head of Service.
7. Carry out surveys, inspecting and specifying of a multi-trade nature include going into roof spaces, on scaffolds, dealing with pest infestations, poor quality work, party wall issues and fire related works etc.
8. Identify and recommend training needs to the relevant manager where appropriate through ongoing quality checks.
9. In some cases, solutions may not be straightforward and may take creativity and a significant multi-trade knowledge to fully resolve the issues. Make arrangements where appropriate for remedial works to be completed or where able / appropriate, complete the remedial work in the tenant's home at that visit.
10. Work collaboratively with all internal departments and external agencies to ensure that issues related to property investment are addressed with customers' interests in mind.
11. Assist in researching and identifying needs and amending specifications in relation to regeneration and improvement initiatives
12. To comply with NCCHS Service Standards in all aspects of service delivery. Contribute to the ongoing development/improvement, policy improvements, service standards and a high quality customer-orientated service.
13. Provide and update records of property repairs details.
14. Investigate and participate in surveys in respect of tenant consultations and satisfaction. Produce and provide data for Key Performance Indicators and management reports in relation to survey findings.
15. Act as a point of contact for NCCHS and providing evidence, which may on occasion be required for legal purposes.
16. Support and provide evidence for insurance claims to enable claims to be processed efficiently and effectively and to be brought to a satisfactory conclusion.
17. Liaise with appropriate Housing Services staff and sub-contractors to provide technical support and advice using knowledge of a variety of trades. Agreeing variations to specifications due to external factors and tenants' needs.



18. Provide multi-trade information, technical advice and support to local Housing Patch Managers relating to repairs/boundary issues, recharges and disrepair cases and support and advice on improvement works in the area affected by the proposed or on-going works.
19. Comply with Health and Safety at Work Act and Construction Design Management Regulations, statutory building/planning regulations and all other current Health and Safety legislation.
20. Observe NCCHS Health and Safety Policy and comply with financial regulations and standing orders.
21. Participate fully in the NCCHS training programme to ensure on-going personal and professional development.
22. Be an ambassador for the Company, forging effective partnerships across the City with all key stakeholders and delivery partners.

Numbers and grades of any staff supervised by the post holder:

N/A

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by: Head of Responsive Repairs

Date: December 2025

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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓		
Technical Skills and Knowledge	Proven experience of working in a social housing organisation carrying out a wide range of duties relating to multi-trade craft working on repairs & maintenance, including involvement with tenants, surveying and quality checking works and resolving complaints. Able to Work from ladders and at heights combine.	✓	✓	
	Experience of dealing with highly contentious and complex situations, having to negotiate and resolve issues face to face with sensitivity and tact leading to a positive outcome.	✓	✓	
	Self-motivated with the ability to Interpret and explain difficult/complex information clearly, both orally and within reports.	✓	✓	
	Skilled in the use of a range of IT applications such as word processing and Microsoft Project.	✓		
	Creative and innovative problem solving of a multi-trade nature to find solutions to tenants complaints.	✓		
	Good level of literacy and math skills.	✓	✓	
Qualification requirement	City & Guilds/NVQ in construction or equivalent or relevant industry experience	✓	✓	✓



	Current SMTS			✓
	Must hold a Driving Licence with access to a vehicle.			✓
	Embody the Company values, demonstrating role model behaviour to other employees.	✓		
	Customer focused with a 'can do' attitude; with the ability to go the extra mile; working without supervision; happy to work in a small team.		✓	
A - Application	AC – Assessment Centre	D – Documentary		