



City of Westminster

Clerk of Works

What we value at Westminster	<p>Westminster City Council believes in creating a Fairer Westminster where people are born into a supportive and safe environment, grow and learn throughout their lives, build fantastic careers in world-leading industries, have access to high quality, affordable homes and retire into the community with dignity and pride.</p> <p>We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.</p>
Our culture	<p>At Westminster we have a culture of openness, transparency and integrity – where everyone has the opportunity to thrive and develop to be the very best.</p> <p>The Westminster Way is the council’s commitment to our staff and is underpinned by three pillars:</p> <ul style="list-style-type: none">• Personal development: Everyone has talent. We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best.• Value our people and diversity: Everyone is valued. We embrace our differences, to bring new perspectives to the future challenges of our city.• The Westminster Way of working: Everyone is a leader. At Westminster we encourage everyone to develop themselves to have a growth mindset and an outward looking approach to provide the best service to our residents, businesses and visitors. We champion modern and agile working and an open and transparent outlook to the way we work. <p>In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That’s why at Westminster we celebrate and embrace our differences.</p> <p>We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.</p>
Portfolio/responsibilities of this role	<p>The Council’s Housing Services are high profile and vital to maintaining and enhancing the city council’s reputation. This role leads the onsite oversight, inspection and assurance of Major Works across allocated estates, combining deep technical inspection with creative problem-solving to unblock complex issues at pace. They will provide comprehensive and</p>

specialist technical support, inspecting workmanship, quality and safety of constructions activities against specification and providing written reports on progress and compliance with contract requirements. They will be responsible for consistently influencing delivery partners, translating site intelligence into solutions and improvements to standards, contracts, resident experience, and future delivery models.

1. Act as the Council's on-site technical representative for quality assurance, establishing a continuous visible presence on-site, overseeing and directing multiple trades and contractors and inspecting and interrogating works to drive best practice in Major Works delivery.
2. Develop and deliver evidence-based reports and authoritative advice with risks, options and recommendations to ensure compliance with contract drawings, specifications, statutory standards, conservation and health and safety requirements.
3. Evaluate and actively manage service provider performance, tracking progress, workmanship and compliance, feeding back and developing improvements or corrective actions and negotiating and influencing to implement to meet project outcomes.
4. Conduct detailed site surveys, stock condition surveys, and pre /post inspections using structured templates and keeping records for consistency, to surface early insights that translate into cost improvements, risk mitigation and prevent resident disruption.
5. Ensure service provider conduct, site conditions, and logistics minimise disruption to residents and maintain safety at all times, monitoring and reporting on high-risk activities, investigating and raising early warnings and undertaking rapid problem-solving where materials, methods, or site conduct risk non-compliance or reputational harm to the Council.
6. Liaise with the Commercial team to validate valuations and sign-off only compliant sections of work for payment approval, ensuring defects or non-compliant elements are identified and rectified before valuation.
7. Also to provide accurate cost data to Leasehold Services for service charge billing and investigate and prepare responses and evidence packs for queries or tribunals.
8. Ensure full compliance with CDM 2015 regulations, scaffolding registers, plant logs, and H&S policies on site. Verify competence and method statements and issue improvement / prohibition notices, escalating promptly and documenting rationale and learning to improve future controls.

9. Collaborate with the Defects and Improvements Lead to oversee project closeout assurance, leading snagging and the implementation of effective service provider rectification plans with defined timescales to close actions and secure complete documentation and certification.
10. Provide site assurance such as checking and verifying day work sheets and materials, agreeing and evidencing the state of pre-work site conditions and ensuring claims/variations are evidenced, reasonable and linked to agreed scope or unforeseen conditions
11. Drive lessons learned at project gateways, highlighting recurring contractor or specification issues, and recommending updates to contract levers, technical and quality standards, product and materials, or contractor performance requirements to drive continuous improvement.
12. Investigate and close quality-related complaints, unresolved works, or allegations of damage to persons or property linked to construction activities from residents and Councillors, recording and analysing causation and findings and recommending appropriate remedial actions resulting in risk mitigation and cost recovery.
13. Maintain professional, consistent communication and solution-focused engagement with residents, service providers, consultants, and Ward Councillors, translating technical issues into plain language and managing conflict to ensure expectations are met on-site. Respond to FOIs, resident concerns, complaints, and Member enquiries in a timely and professional manner.
14. Represent the Council at internal and external meetings, such as formal Council meetings, resident engagement events and other public meetings including frequent site visits, evening and weekend meetings.
15. Collaborate with Resident Liaison Officers to develop tailored plans for sensitive cases, vulnerable households, or high impact works, and ensure that responsibilities are clearly communicated to site teams with appropriate attention to quality and care.

Budget Responsibilities -

Staffing £ 0

Procurement £ 0

Other - will have some project budget responsibilities

<p>What do we expect this role to achieve?</p>	<ul style="list-style-type: none"> • Major Works projects are delivered safely, on time, and in full compliance with contract drawings, specifications, Building Regulations, conservation requirements, and health and safety legislation which is evidenced through consistent site presence, inspection reports, and technical assurance records. • Increased onsite presence and ability to hold service providers accountable to meet performance standards for workmanship, progress, and quality. • All projects achieve complete and timely handover with full certification and documentation, with defects and snagging managed to closure, and recurring specification or contractor issues are addressed through revised standards and assurance measures. • The Council’s reputation for safe, high-quality delivery is maintained through accurate technical reporting, proactive risk management, and professional representation at internal and external meetings. • A strong safety culture promoted across contractors and Council teams with all works in compliance with CDM 2015 regulations, statutory health and safety requirements, and corporate policies, and risks identified early and managed effectively.
<p>Band/Salary range (Please advertise full green zone band)</p>	<p>Band 3</p>
<p>Work style</p>	<p>Agile and flexible working conditions</p>
<p>Your manager & team</p>	<p>Reports to Senior Capital Investment Manager</p> <hr/> <p>Direct Reports: None</p>
<p>Experience</p>	<ul style="list-style-type: none"> • Senior-level experience carrying out duties as the sole Clerk of Works with regards to Housing or Capital Major Works delivery • Significant experience specifying and inspecting works and quality assuring delivery • Experience setting and reviewing service provider improvement plans with measurable KPIs and utilising contract levers to hold them to account • Demonstrated experience in delivering value for money in capital delivery, through procurement, contractor performance management, and scope, change and quality control. • Track record embedding Equality Act duties in relevant services and housing or capital projects, tailoring for

	<p>vulnerable residents and ensuring outcomes are accessible, representative, and responsive to the needs of diverse communities.</p> <ul style="list-style-type: none"> • Experience establishing inspection & test plans for high-risk scopes. • Experience confirming Building Regulations/ Building Safety Act and other relevant statutory and regulatory and best practice guidance compliance and completeness of the golden thread • Experience implementing temporary works/sequence optimisations to reduce decants and programme risk • Experience of working under pressure to deliver results within challenging timeframes with limited resources • Experience working collaboratively with a wide range of internal and external stakeholders including residents, Councillors, contractors, and consultants to deliver shared outcomes. • Experience of resident engagement and working closely with resident groups • Understanding and experience in budget and resource management, including monitoring expenditure, forecasting, and ensuring alignment with business plans and funding constraints. • Experience working as part of multi-disciplinary teams • Experience analysing performance data and using it to manage contractor performance. • Experience of preparing detailed written reports on technical issues. • Experience of working with computerised record keeping, ideally including document management system. • Experience of liaising effectively with internal and external stakeholders. • Experience of budget monitoring and management • Ability to communicate technical content in accessible ways • Experience of performance management systems and the collection of site survey and dilapidation information. • Experience coordinating cross-organisational initiatives and holding delivery partners to account
<p>Skills</p>	<ul style="list-style-type: none"> • Highly skilled at accurately diagnose building related defects across a wide range of trade disciplines. • Advanced ability to write and interpret specifications and method statements and to inspect to British Standards and manufacturer requirements and identify non-compliance, ensuring rectification. • Ability to undertake root-cause analysis for issues including recurring defects and recommend and implement corrective and improvement actions that feed back into specs, details, and supervision practice. • Ability to ensure projects meet the Council's Health and Safety standards, and any heritage requirements are protected • Strong ability to oversee and direct a wide range of

	<p>contractors onsite to proactively address complex issues</p> <ul style="list-style-type: none"> • Ability to communicate effectively with a wide range of people, maintaining a professional manner in high pressure situations. • Ability to frame options with cost/risk/time trade-offs and clear recommendations • Skilled at integrating equality and inclusion principles into project design, procurement, and engagement, and at fostering collaborative, cross-disciplinary team working that values different perspectives. • Strong contract management skills, with experience administering and assuring performance under various construction contracts (JCT, NEC), including managing change control, disputes, and compliance. • Good customer service skills. • Skilled in stakeholder management across political, technical, and community environments with the ability to build effective relationships with internal teams and external partners. • An understanding of Diversity and Equal Opportunities. • Ability to undertake physical activities, including working at height and manual handling. • Working knowledge of the relevant Building Regulations, Building Safety Legislation, and the actions the Council must take to meet the relevant requirements. • Ability to represent the Council credibly in resident meetings, site reviews, and Member forums <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to HNC/HND, degree or NVQ Level 6 (or equivalent) in construction, building, surveying or site inspection • Membership of the Institute of Clerks of Works and Construction Inspectorate (ICWCI)
<p>Corporate standards</p>	<ul style="list-style-type: none"> • Resources / Financial management We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way • Values and behaviours Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision. • Compliance We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate. • Equality and diversity We value equality and diversity as a city council, and we want you to support and promote this in your day-to-day work.