



# City of Westminster

## ***Defects and Improvements Officer***

### **What we value at Westminster**

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.

We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.

### **Our culture**

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.

The Westminster Way is the council's commitment to our staff and is underpinned by three pillars:

- **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.

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.

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.

**Portfolio/responsibilities of this role**

This role will support the identification, management, and resolution of defects and aftercare across the Major Works Programme, acting as the primary point of contact for resident enquiries and ensuring timely, effective, and customer-focused resolution of issues. Exceptional organisational and problem-solving skills will be instrumental in swiftly and efficiently resolving issues, ensuring prompt solutions and proactive communication with residents. Reporting to the Defects and Improvements Manager, they will work both collaboratively and independently to ensure consistent processes, accurate reporting, and continuous improvement of the service.

1. Act as a key member of the Defects and Improvement function to deliver an excellent service to all residents during the defects liability period to resolve matters quickly and efficiently.
2. Act as the first point of contact for outstanding defects related inquiries and issues and liaise with residents, contractors and project teams to provide updates and resolve issues.
3. Provides a responsive, professional, and resident-focused service, ensuring residents are kept informed and satisfied throughout the process.
4. Join snagging and quality inspections in conjunction with the Project team, Contractors and stakeholders ensuring an efficient defects management and allocation process
5. Continuously refine defect management and aftercare processes, seeking approvals for improvement initiatives to ensure KPIs and quality standards are met.
6. Monitors contractor and consultant performance, maintaining accurate records of reported works, inspections, and status updates, and escalating delays or quality issues to the manager.
7. Verify and approve defect completions evidence, ensuring that all repairs are completed to the resident's satisfaction
8. Work with the Defects and Improvement Manager to arrange for signing and sealing of legal documents and ensure contractual obligations (e.g. liability periods, warranties) are enforced and claims are managed.
9. Responsible for accurate collection, analysis, and reporting of all defects, latent defects, and remedial actions, maintaining a comprehensive, auditable register and performance tracker and undertaking quality audits and spot checks.
10. Work with the relevant teams to produce regular reports / dashboards on defect metrics: volumes, types, cost, time to

	<p>resolution and ensure required asset information including warranties, re-valuation and compliance data is updated, pre and post defect</p> <ol style="list-style-type: none"> <li>11. Ensure proper paperwork and certifications are in place for site handovers and completions, contributing to accurate property histories and that records (warranties, guarantees, inspection documents) are stored and maintained appropriately</li> <li>12. Work with the Defects and Improvements Manager to identify recurring defect patterns, root causes and propose preventive measures or design and specification changes to reduce defect incidence</li> <li>13. Work with teams collaboratively across the directorate to develop and improve communication channels to ensure a satisfactory and joined up experience for residents</li> <li>14. Build and maintain strong, trust-based relationships with a wide range of stakeholders including residents, tenant groups, Ward Councillors, and community representatives.</li> <li>15. 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.</li> <li>16. Any other duties consistent with the grade</li> </ol> <p>No budget responsibilities</p>
<p><b>What do we expect this role to achieve?</b></p>	<p>Complete, validated, and current defects data held that is trusted for decision-making, reporting, and audit.</p> <p>Residents experience prompt, professional responses, leading to fewer repeat issues and a measurable improvement in satisfaction and trust.</p> <p>Defects are triaged accurately, allocated promptly, and monitored through to completion within contractual timescales and quality standards.</p> <p>The service consistently meets or exceeds agreed performance measures, including average time to resolve defects, completion rates within KPIs , resident satisfaction with defect handling, and recovery of costs from contractors.</p> <p>Streamlined processes, smarter data analysis, and stronger contractor management deliver efficiencies that lower administrative burden and long-term repair costs.</p>

<b>Band/Salary range</b> (Please advertise full green zone band)	Band 3
<b>Work style</b>	Agile and flexible working conditions
<b>Your manager &amp; team</b>	Reports to Defects and Improvement Manager
	Direct Reports: No
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience supporting defects, snagging, and aftercare processes within housing or construction projects</li> <li>• Track record of providing excellent customer care in a housing or property environment, managing expectations and resolving complex queries.</li> <li>• Experience liaising with contractors, consultants, and internal delivery teams to resolve defects, monitor progress, and enforce contractual obligations.</li> <li>• Experience managing cases or projects through to completion, meeting deadlines and performance targets</li> <li>• Understanding of social housing standards, defect liability periods and compliance requirements,</li> <li>• Experience managing and interpreting large volumes of data</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Knowledge of common building defects, construction processes, and remedial actions, with ability to diagnose issues at a basic level</li> <li>• Ability to interrogate data, identify trends, and make recommendations for service improvement.</li> <li>• Strong communication skills, with the ability to explain technical issues clearly to residents, councillors, and non-technical colleagues.</li> <li>• Strong interpersonal skills with the ability to build trust and maintain positive relationships under pressure with a wide range of stakeholders under pressure.</li> <li>• Ability to manage multiple cases simultaneously, meet deadlines, and stay calm in a fast-paced environment.</li> <li>• Able to maintain accurate records, trackers, and audit trails to ensure transparency and accountability</li> </ul>

	<ul style="list-style-type: none"> <li>• Confident in assessing issues, performing analysis, and implementing corrective actions.</li> <li>• Proficient in Microsoft Office (especially Excel and Word) with ability to learn new digital tools and systems quickly</li> <li>• Self-motivated and able to work under own initiative while knowing when to escalate issues.</li> <li>• Strong attention to detail</li> </ul>
	<p><b>Qualifications</b></p> <p>Whilst no formal qualifications are not strictly necessary, the candidate needs to be able to demonstrate the experience and skills required to perform the role.</p>
<p><b>Corporate standards</b></p>	<ul style="list-style-type: none"> <li>• <b>Resources / Financial management</b> We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way</li> <li>• <b>Values and behaviours</b> 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.</li> <li>• <b>Compliance</b> We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate.</li> <li>• <b>Equality and diversity</b> We value equality and diversity as a city council and we want you to support and promote this in your day-to-day work.</li> </ul>