

## ***Job Description***

<b>Post title</b>	Damp, Mould & Disrepair Compliance Officer	<b>Grade</b>	E
<b>Department</b>	Housing Operations	<b>Post ref</b>	

### **Overall job purpose**

Assist the Section's Principal Officers in relation to Damp, Mould and Disrepair in producing statistical and legal information & reports to ensure the Council's compliance with Housing legislation

Supervise the sections Driver/Labourer in providing support to the various teams across the service

Assist in the procurement of repairs and maintenance contracts and the delivery of reactive schedules of work completed by both in-house Trade Operatives and Contractors.

### **Reporting relationships**

**Reports to:** Principal Officer – Damp, Mould & Disrepair

**Responsible for:** Driver/Labourer

### **Key tasks and responsibilities – post specific**

Assist the Section's Principal Officers in relation to Damp, Mould and Disrepair in producing statistical and legal information & reports to ensure the Council's compliance with Housing legislation.

Supervise the section's Driver/Labourer in providing support to the various teams across the service

Assist in the procurement of contracts, the supervision of sub-contractors / partners on a day-to-day basis and to continually monitor progress of projects and workload.

Work with the Principal Officer – Damp, Mould and Disrepair to produce witness statements and other legal documents to defend The Council's reputation.

Write tender specifications and associated contract documentation in relation to the procurement of repairs and maintenance contracts.

Write reports in relation to the operations of the Section and present findings to Senior Officers.

Produce social media information and articles in relation to damp and mould campaigns.

Liaise with other employees for the completion of multi-trade works and assist / cover other areas of the Section, as necessary, including the allocation of work to employees and Contractors.

Assist with the development of new procedures and processes and with their implementation. Identify weaknesses in existing procedures and processes to ensure the efficient operation of service provided.

Monitor, update and extract data from computerised systems on the performance of the Housing Repairs and Maintenance Sections.

Develop and maintain efficient and effective computerised databases and records.
Ensure that the Council meets all of its Statutory and Regulatory obligations, inclusive of those relating to Health & Safety.
Review works to assess demand and develop programmes of work to ensure adequate resources are available so that works are completed ahead of their respective target dates and within available budgets.
Determine the appropriate method for carrying out works on site including providing paramount consideration to Health and Safety. Produce risk assessments, method statements and provide continuity of work ensuring sufficient materials and equipment to complete the works to a high standard whilst delivering customer satisfaction.
Issue works orders using schedule of rates and codes when necessary, ensuring appropriate use of labour and resources on any individual task inclusive of engaging sub-contractors.
Arrange appointments with tenants for the completion of work, ensuring repairs / servicing are completed within the appropriate time limits and monitor performance indicators.
Ensure targets are met, budget allocations are not exceeded and work is completed to a high standard.
Inspect completed jobs to check for quality, quantity, accuracy of claims and customer satisfaction. Check certification and sub-contractor submissions, ensuring that work content and payment claims are accurate.
Liaise with other service providers, including outside agencies in order to deliver works effectively.
Visit tenants complaining or dissatisfied with the Responsive & Void Maintenance service and generally pre-empt potential problems, endeavouring to deliver an excellent service at all times.
Ensure Contractors have received the appropriate Health & Safety training commensurate with the required works activities, ensuring all Contractors use and wear the appropriate identification and work-wear whilst working for the Authority and to ensure on-site standards are adhered to as stipulated within tender documents.
Investigate and gather appropriate information to initiate the recharge procedure for costs which are not the repair responsibility of the Council.
Gather cost information and produce quotations for a diverse range of construction works to customers at their own cost. This may include Council or privately owned properties and will involve the on-site supervision of works to ensure works are completed in-line with the original quotation and to the required standards.
Attend tenants and residents meetings and present information to customers utilising a variety of methods regarding the services delivered by the Housing Repairs sections.

### **Key tasks and responsibilities – corporate**

Operate according to the Council's corporate values and codes of behaviour.
Ensure at all times all Health & Safety Legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

### **Employee signature**

*This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.*

**Employee signature:**

**Date:**