

Job Description

Post title	Technical Officer (Damp, Mould & Disrepair)	Grade	F
Department	Technical Services	Post ref	

Overall job purpose

Supervision of a diverse range of works, utilising both in-house operatives and contractors to remedy reports of damp mould and disrepair. This includes undertaking technical inspections to diagnose any potential defects, record keeping and assisting in the preparation of tender documents and the procurement and delivery of works.

Reporting relationships

Reports to:	Responsive & Voids Maintenance Manager
Responsible for:	Senior Repairs Technician – Damp, Mould & Disrepair

Key tasks and responsibilities – post specific

Undertake technical inspections to diagnose a diverse range of repairs, maintenance, and improvement works relating to reports of damp mould and disrepair. This involves the production of specifications and appropriate documents to enable the completion of multi-trade works utilising in-house operatives or contractors.

Supervise, co-ordinate and oversee a diverse range of construction works on a day-to-day basis utilising in-house operatives and contractors, continually monitor the progress of works to ensure targets are met, budget allocations are not exceeded, and the works are completed to a high standard. Check progress of work on site and provide guidance and supervision as necessary.

Maintain appropriate case records to enable legal disclosure and provide compliance reports.

Liaise with other employees for the completion of multi-trade works, cover the absences of other Officers within the Section during periods of heavy workload or annual leave / sickness.

Issue works orders and job tickets using schedule of rates and codes when necessary, ensuring appropriate use of labour and resources on any individual task inclusive of engaging subcontractors.

Assist with the preparation of advice and information for public distribution.

Arrange appointments with tenants for the completion of work, ensuring repairs are carried out 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 contractor submissions, ensuring that work content and payment claims are accurate.

Keep abreast of legislation relating to damp mould and disrepair

Visit tenants complaining or dissatisfied with the Responsive and Void Maintenance service and generally pre-empt potential problems, endeavouring to deliver an excellent service at all times.
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.
Provide technical and procedural advice and assistance on housing maintenance to non-technical company employees or other outside agencies.
Investigate and gather appropriate information to initiate the recharge procedure for costs which are not the repair responsibility of the Council.

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			
<i>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.</i>			
Employee signature:		Date:	