

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DIRECTORATE:** Housing

**DIVISION:** select from drop down

**JOB TITLE:** **Damp And Mould Manager**

## ROLE PROFILE

<b>Job Title:</b>	Damp and Mould Manager
<b>Directorate:</b>	Housing
<b>Division:</b>	select from drop down
<b>Grade:</b>	Grade 16
<b>Hours (per week):</b>	36
<b>Reports to:</b>	Head of Responsive Repairs and Maintenance
<b>Responsible for:</b>	<p>Management responsibility</p> <p>Disrepair Surveyors (x 5) remote and mobile across sites from head office.</p> <p>Disrepair Senior Support Officer, who is site, based</p> <p>Damp and Mould Resident Liaison Officer who carries out home visits and is office based</p> <p>Multiple cross site management of staff</p> <p>Managing the wellbeing of self and others</p>
<b>Role Purpose and Role Dimensions:</b>	<p>At Croydon, we pride ourselves in delivering safe and affordable homes along with low cost, dependable, localised services to our customers.</p> <p>The Property team are responsible for the delivery of excellent repairs and maintenance services to all Croydon residents this will include day-to-day reactive repairs, managing of contracts and contractors, complaint handling, issue resolution, empty homes, disrepair and general surveying duties.</p> <p>You will play a key part in the delivery of a dedicated damp and mould service, ensuring any issues are identified and remedied quickly, effectively, and to our residents' satisfaction.</p> <p>You will need excellent communication skills to effectively communicate with solicitors, colleagues across the business and other stakeholders. You will also be assisting in identifying trends through analysis and reporting on these, to continuously improve performance.</p> <p>Also included with this role, is monitoring the themes and</p>

insight captured from complaints, customer satisfaction and insurance claims, to ensure all learning outcomes are recorded to enable us to continually provide service improvement across our service areas.

Deputise in the absence of peer managers to ensure operational needs are met.

**Commitment to Diversity:**

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

**Key External Contacts:**

Contractors; Customers; Housing Associations; Regulatory Bodies; Community Groups; Suppliers; Environmental Health.

**Key Internal Contacts:**

Head of Repairs; Disrepair Surveyors; Disrepair Senior Support Officer; Damp and Mould Resident Liaison Officer; Tenancy Team; Health and Safety Team; Finance Department: Communication Team; Senior Management.

**Financial Dimensions:**

Budget responsibility for setting, tracking and managing the risk of budget overspend. Highlight growth areas. Achieve value for money outcomes and reduce costs where possible to ensure better efficiency.

Responsible for ensuring that contracts are delivered within department budget.

**Key Areas for Decision Making:**

**Other Considerations:**

Requires a full clean driving license, car insurance to cover business use across multiple sites.

A basic DBS can be done in pre-employment checks

**Is a satisfactory disclosure and barring check required?**

[\(click here for guidance on DBS\)](#)

No

**What level of check is required?**

**Is the post politically restricted**

No

[\(Click here for guidance on political restriction\)](#)

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**

[\(Click here for guidance on ROA \)](#)

Yes

### **Key Accountabilities and Result Areas:**

#### **Customer Service and Communication**

### **Key Elements:**

This will involve:

- Investigate and manage damp and mould cases and assist in identifying issues requiring a management input to ensure that effective solutions are developed and implemented.
- Provide specialist advice to tenants on the causes of damp and mould and how it can be prevented or eradicated.
- Proactively manage customer complaints and resolve at appropriate level in line with Croydon complaints policy.
- Proactively manage negative customer feedback and seek solutions to resolve quality issues with customers and suppliers.
- Work closely with the Tenancy Team to ensure that issues are

managed collectively to resolution and dealing with customer issues.

- Attend scheme meetings and regional tenant representative meetings and report on maintenance matters.
- Attend court to contribute witness statements.

## **Contract and Performance Management**

This will involve

- Work with the business partners to drive delivery of key performance indicators.
- Regularly review performance in line with KPI requirements and SLA with service departments where appropriate.
- Support and monitor contractors' delivery of damp and mould solutions to ensure jobs are completed on time, to the required standard and within budget.
- Liaise with contractors to agree works including any variations, raise orders, monitor workmanship, carry out pre- and post-work inspections and process invoices.
- Ensure that contracts/works are delivered in a safe manner in line with current Health and Safety legislation.
- Ensure quality standards are maintained in the

contractual service delivery on all streams of work.

- Ensure contractors are managed in line with KPI requirements, including works associated with Wates and Mears supply chain and other contractors are achieved to the required standard.

## Inspections and Compliance

This will involve

- Proactively carry out preventative damp and mould inspections and produce technical written reports evidencing the cause of the problem and detailing recommendations to take forward for remedying any issues identified.
- Follow prescribed workflows and produce an audit trail and electronic record of all damp and mould inspections and work completed from initial report to full remediation, including any necessary post inspections.
- Ensure site inspections are undertaken on request of customers and/or stakeholders in line with SLAs and service requirements.
- Undertake a minimum of 20% inspections of repairs after completion on all repairs, 100% on voids and major works.
- If needed, undertake void inspection and post

inspection of all empty homes, produce schedules of work in line with the agreed procedures and/or defect schedules, ensuring H&S compliant certification is present.

- Ensure contracts are managed in line with CDM regulations.
- Be aware and engage in the Building Safety agenda.

## Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Contribute as an effective and collaborative team member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

## **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

## **Lone Working**

- Responsibility for lone workers in their area. Monitor staff to ensure they are safe, complete adequate induction, job related risk assessments are completed/updated and implement actions from those risk assessments.
- Implement appropriate infrastructure in the team for managing lone workers taking consideration of the escalation procedure. Having an enforcement approach to using tracking devices for their staff. Ongoing monitoring and managing the live environment through continuous



monitoring of their staff device and safety of its user.

# Person Specification

**Job Title:** Damp and Mould Manager

**Essential knowledge:**

- Strong technical knowledge of the building industry in site construction and management and the practical application of relevant legislation and good practice across all forms of tenure managed by Croydon.
- Have a working knowledge and understanding of health & safety within the service area of the role.
- Educated to GCSE level including C in maths and English (or equivalent qualification through experience).
- HNC, Trade Qualifications or background/ equivalent experience in the building industry within building construction is desirable. E.g., RICS, Awaabs

**Essential skills and abilities:**

- Excellent customer support and service skills. A practical understanding of what constitutes excellent customer care, how it can be measured and improved, and a commitment to delivering it and an experience of working with residents to improve service provision.
- The ability to demonstrate a proactive, customer-focused/witness-centred approach to the job.
- The ability to make decisions that represent doing “the right thing” for customers and the organisation.
- The ability to work flexibly on own initiative, under pressure, managing competing priorities, problem solve and a questioning approach to service delivery.
- The ability to communicate logically, concisely and effectively at all times linking in networks to build effective working relationships.
- The ability to demonstrate influencing skills, confidence and tenacity to ensure timely resolution of repairs requests.
- Ability to effectively prioritise and coordinate own workload and the work of others, where appropriate.
- Ability to independently respond to and resolve queries to issues within area of responsibility, maintaining confidentiality and integrity.
- Ability to analyse data and present findings and/or recommendations to inform senior level decision making.
- Ability to be a positive role model to members of the team and colleagues and an excellent ambassador for the organisation when appropriate.
- Ability to deliver monthly performance-related targets set within the repairs team.
- Ability to deliver post inspections of completed repairs.
- Attend out-of-hours meetings of Boards, Forums, Tenants' Forums and Community Panels, as required.
- Work flexibly within the scope of this post to fulfil the business objectives contained within the Croydon Delivery Plan.
- Flexible working hours to include occasional out-of-hour

activities and attendance at Residents Association meetings when necessary.

- Meet all Health and Safety requirements, ensuring continuous commitment to good safe working practices, ensuring that staff understand and adhere to Health and Safety policies, procedures, Local Emergency Plans and code of safe working practice.

### Essential experience:

- Experience of working within responsive repairs for a social housing provider.
- Experience of dealing with the public in a customer service environment.
- Experience of partnership working and developing external relationships.
- Experience of working within a team.
- Experience of project management. Manage jobs and incidents and apply these principles in work delivery.
- Significant experience and capability of making complex technical/professional decisions.

### Special conditions:

any activities or requirements not covered by other sections (e.g. a requirement to work outside of core hours, to travel between sites, or to drive a vehicle, for example. Such requirements must be absolutely essential as they could be seen to exclude certain potential applicants

## Competencies

These are the competencies for manager level roles.

To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

<b>We Put Customers First</b>	Puts customers at the heart of everything. Uses feedback data and the Residents' Charter to improve service better for customers. Ensures that staff understand customers' issues and treat them with respect, solving customers' problems and responding to their complaints.
<b>We Deliver Effective Service</b>	Provides clear guidance and priorities to staff, ensuring they have the resources and equipment to deliver. Sets service KPIs and monitors performance, spotting patterns of problems or service issues and taking action to deal with root causes. Gathers data from a variety of sources to identify trends and make sound decisions.

<b>We Adapt and Change</b>	Supports organisational plans to transform service for customers. Acts as a role model for innovation and change across the team. Learns from mistakes, giving and receiving feedback for improvement and development. Builds team through managing change constructively, managing negativity and overcoming resistance.
<b>We Collaborate Constructively</b>	Encourages collaboration with colleagues and partners from across Housing and beyond. Builds strong relationships with stakeholders and partners, finding mutually beneficial ways forward. Demonstrates positive team skills and uses team charters to create a positive culture.
<b>We Communicate with Impact</b>	Communicates clearly and promptly with residents, tailoring communication style to meet the needs of a range of different audiences. Influences and negotiates effectively, taking into account the needs of all parties. Encourages open communication on challenging issues with customers. Resolves disputes and conflicts.
<b>We Lead Inclusively</b>	Inclusive and fair in their interactions with residents and team members. Ensures team members are treated fairly. Provides a vision and direction for the team, clarifying ambiguity and stimulating a sense of purpose about the future direction of the service. Effectively targets resources. Supports the team in demanding work, listens and acts to relieve pressure.