Job Description

Division/Department	Housing and Planning/Tenant & Leaseholder Services		
Location	Cecil Street		
Job title	Maintenance Inspector		
Reports to (job title)	Senior Maintenance Inspector		
Grade	TG-H	**Politically Restricted Post**	No
DBS Requirement	Enhanced		

JOB PURPOSE

Working as part of the Responsive Repairs Team responsible for ensuring that the day to day repairs delivery, maintenance inspections, major repairs, disrepair cases & administration are handled appropriately.

To ensure the service meets the needs and aspirations of our tenants; is effective and responsive and with a high level of satisfaction.

PRINCIPAL ACCOUNTABILITIES

- Carry out inspections to properties, diagnose maintenance issues and building defects, obtaining budget estimates for remedial and improvement works. Seek advice on complex matters from the Senior Maintenance Inspector.
- Monitor the performance of contractors engaged in the delivery of property maintenance through meetings and performance reports to ensure quality, response times and value for money.
- Take ownership for repairs ensuring they are completed within line with target timescales and keeping residents updated on progress
- Maintain up to date notes on the housing database, fulfilling all administrative tasks timely and accurately
- Comply with the requirements of Awaabs Law and ensure accurate data is collected on properties that will inform our knowledge of our homes and asset management strategy.
- Be aware of the limitations imposed when works are needed to blocks containing leaseholders and liaise with the leasehold team regarding service charges

- Ensure contractors employed are compliant and adhere to all Health and Safety standards, building regulations and the councils minimum requirements when undertaking work, including adherence to CDM regulations, to ensure the safety of staff, residents and the public.
- Oversee the authorisation of valuations, certificates and invoices, accurately assessing the quantity and quality of works carried out.
- Keep up to date with regulations and legislation and ensure we are compliant with all new and existing requirements and statutory obligations are complied with.
- Comply at all times with the requirements of data protection and freedom of information legislation.
- Work collaboratively with other teams to appropriately consult with tenants and leaseholders, meeting the obligations of the Leasehold and Tenant Act 1985.
- Deal effectively with difficult situations and resolve disputes and contractual claims which may arise from time to time, in a professional and collaborative manner.
- To form part of a rota with other officers in the service, to take calls from our out of hours call centre to assist with escalated queries or issues.
- Embrace the development of a culture of customer satisfaction, continuous improvement and value for money, and adopt high standards of conduct and communication.
- Comply with all statutory Health and Safety compliance requirements and standards at all times.
- Keep up to date with changes to relevant policy, regulation and legislation, ensuring that operational procedures are produced and maintained.
- Participate in the Council's major emergency arrangements, fulfilling key roles within the Major Emergency Plan as required.
- Undertake any other duties that are appropriate and commensurate with the grade of the post as may be required by service demands to ensure the effective operation of the Leasehold and Tenant Services.
- Take personal responsibility for own development and learning within the role and ensure up to date knowledge of the legislative, political and policy environment impacting on the housing service.

REQUIRED ATTRIBUTES	
Knowledge	• A working knowledge of building maintenance and contracting relationships • A good working knowledge of building defects and how to identify the best repair options • Able to oversee contractors work do to achieve good quality work to time and budget limits • Sound understanding of compliance with statutory landlord obligations and associated legislation and their impact upon construction projects.

	• working knowledge of social housing regulation including Awaabs Law
Skills	• Able to make prompt, clear decisions which may involve tough choices or considered risks, and is confident to work under own direction. • Ability to prepare detailed specifications of work • Ability to develop and maintain beneficial relationships with team members, internal and external stakeholders including contractors and consultants. • Good ICT skills including the use of asset management databases and/or housing systems • Ability to work well on own initiative but also supportive of other team members' contribution in order to ensure that a professional service is delivered at all times • Demonstrates resilience to set backs and has the ability to work well under pressure and organise workload effectively to meet differing timescales and priorities • Proven customer service skills
Experience	• Excellent repairs diagnosis experience and the ability to explain clearly to residents, contractors and colleagues specific work task requirements. • Working with the public, to deliver customer focused maintenance programmes • Worked within a team of technical and non-technical staff

Qualifications	• NVQ Level 4 qualifications or equivalent.
	• Relevant Building/ Contract Management/ Maintenance/ Surveying qualification
	• In addition, it would be beneficial if the post holder has qualifications and/ or industry experience all or some of the following:
	  ○ CDM
	  ○ Contract Management
	  ○ Public Contract Regulations 2015
	  ○ Risk management and mitigation
	  ○ Section 20 of the Landlord and Tenant Act 1985

JOB DIMENSIONS	
Annual budgetary amounts	Approximate annual budget of up to £2,000,000 - Indirect impact
Number of staff reporting to the job holder	Zero
Any other relevant statistics	Current full driving licence effective in the UK and use of a motor vehicle for business use.

NATURE OF CONTACTS	
Internal	Colleagues and other managers across the Council
External	Tenants and Leaseholder representatives Contractors Consultants

WORKING ENVIRONMENT CONTEXT
The post holder may be required to inspect areas of buildings that are difficult to access or only accessible by ladder, for example lift motor rooms and tank rooms, loft spaces and roofs.

