

Housing Technical Services Maintenance Inspector



Job Description

POST DETAILS

Business Centre:	Housing
Division:	Housing and Community Development
Post Number:	E0370
Working Hours:	37
Grade:	8/9
Work Base:	Civic Centre
Prepared/Agreed by:	Simon Allen
Date:	October 2023

ORGANISATIONAL RELATIONSHIPS

Reports to:	Housing Technical Services Manager
Deputising Responsibility:	None
Directly Supervises:	None
Indirectly Supervises:	Contractors

JOB PURPOSE

To work with and colleagues, to deliver a repairs service in collaboration with contractors to deliver a first class repairs and maintenance service to Council -owned properties. Ensuring that customers are at the forefront of our business and that the Council is providing a quality repairs service.

Being part of this excellent team will require you to be flexible, great at problem solving, able to work at a fast pace and have an excellent skill set to overcome and own a multitude of tasks. You should have experience in housing maintenance, contract management, H&S legislation, supervision of repairs and maintenance works along with excellent communication skills.

MAIN DUTIES OF THE POST

Responsive and Void Maintenance

1. To monitor responsive works being undertaken with the Councils housing stock, to ensure that customers are receiving a high quality repairs service.
2. To manage the councils empty property's by assessing their condition in line with agreed property standards, generating condition assessment reports and the issuing orders for works required to allow the property to be re-let. Check that the responsibilities on the Council have been met and the works completed are reflective of what is required. Ensure works orders reflect accurately what is required in terms of the description of the work and estimated cost through a Schedule of Rates and confirming the quality has been achieved, before any payment is made to the contractor
3. To ensure that work is allocated to the appropriate budget category and work stream to allow for future monitoring of all works ordered.
4. To provide technical advice, supported by onsite inspection where needed, to other areas of the Housing technical services team on maintenance matters, including the forecasting of completions and target times for letting of properties and contractor performance measures.
5. To ensure outstanding works orders are tracked and that staff sign work off as complete promptly.
6. To ensure a representative sample of repairs are inspected after completion as part of a qualitative assessment, feeding back observations to improve service delivery.

Tenant Participation

1. To actively consult with tenants and tenant representatives on programmes of work that may affect their homes through newsletters, mail outs and scheme meetings

Health and Safety

1. To carry out regular inspections of the Council's communal areas to ensure that all potential risks are adequately considered, recorded and where necessary, mitigated through the appropriate remedial action plans
2. Carry out and complete Fire Risk Assessments to communal areas of the Housing stock, considering and recording all the relevant fire related safety issues in the format required.
3. Carry out generic health and safety audits on contractors undertaking works for the Housing maintenance team, recording the observations and sharing these with contractors and Housing maintenance staff
4. Be aware of general health and safety issues that may apply to residents in their homes which may cause concern for the Council and its landlord function.
5. Be responsible for reporting any concerns for the safe-guarding of any residents that you may come across in line with your duties and reporting these concerns through the appropriate channels.

Performance Management

1. To be responsible for the quality and effectiveness of services to the tenants, for compliance with policies and procedures and to assist with Policy & procedure reviews as required.
2. To manage the delivery of responsive, void (empty homes) planned and cyclical maintenance services to the Housing stock as required.
3. To ensure contractors are fully briefed on the standards of behaviour and performance required by the Council.
4. To regularly monitor and review the performance of the contractors through a number of processes, including quality checks, joint visits and complaints monitoring.
5. To ensure that contractors are aware of their responsibilities under the Health and Safety at Work

- Act and CDM and are adopting safe methods of work that meet the Council's requirements.
6. To ensure that contractors provide value for money through checking of invoices for accuracy against schedule of rates and market testing where required

General

The above is a record of the main duties and responsibilities of this post at a given date. The job may naturally change to meet the requirements of the service. If the changes are more significant your manager will discuss this with you.

Person Specification

Housing Maintenance Inspector

Method of Assessment	
Essential	Desirable

<u>Essential Qualifications</u>		
Experience within the building discipline	✓	✓
Literate and numerate to GCSE, O Level or equivalent	✓	✓
Good working knowledge of building construction and practices	✓	✓
Qualified by experience or membership of an accredited body	✓	✓
<u>Desirable Qualifications</u>		
Understanding of CDM regulations	✓	
Party Wall act, Leasehold reform Act		✓
City and Guilds/NVQ, CSCS, Btec HNC in a related building discipline	✓	
Successfully completed an IFE recognised fire risk assessment course or hold an independent third party accreditation in fire risk management		✓
<u>Essential Working Experience</u>		
Knowledge of building defects and the ability to identify solutions and remedial works	✓	
Supervision of contractors	✓	
Working with a Schedules of rates	✓	
Knowledge of standard IT packages and the use of databases	✓	
Ability to prepare clear and detailed specifications		✓
<u>Desirable Working Experience</u>		
Experience of working within a Social Housing environment		✓
3 years' experience of responsive repairs environment	✓	
Competent use of Word, Excel, Outlook	✓	
<u>Essential Skills/Attributes</u>		
Ability to problem solve	✓	
Good communication Skills	✓	
Ability to work and plan effectively	✓	
Ability to work under own initiative	✓	
<u>Essential Personal Qualities</u>		
Able to listen and empathise with tenants concerns and complaints	✓	
Able to communicate effectively	✓	

Positive attitudes to change	✓	
Demonstrate a commitment to the provision of a high quality service	✓	
<u>Career Objectives</u> Attend all relevant seminars and training as considered appropriate to the post	✓	
<u>Special Requirements</u> The post would not suit someone with physical disabilities that would impede safe access around building and maintenance sites and contract works, including the access of scaffolds and working at heights. Ability to participate in out of hours standby roster Able to drive and ready access to a vehicle	✓ ✓ ✓	