|  |  |
| --- | --- |
| **Maintenance Inspector – Repairs, Damp & Mould** | |
| **Role Profile** | |
| **Reporting to:** | Maintenance Team Leader |
| **Job Summary** | |
| Reporting to the Maintenance Team Leader, you will hold an important role within the Caledonia Housing Group ensuring compliance with internal damp and mould procedures and repairs are carried out to a consistently high standard.  The remit of the post includes monitoring and controlling the day-to-day delivery of reactive maintenance across Caledonia’s stock portfolio along with ensuring resident safety in respect of damp and mould.  The post holder will support the Customers Services Team with complex repairs and voids and provide advice and guidance to colleagues when required.  An important part of the role involves liaising closely with key stakeholders to drive contractor performance and deliver high levels of customer satisfaction. | |
| **Responsible for (people):** | Direct: N/A  Indirect: N/A |
| **Role within Organisational Structure** | |
| **Responsible for (non people):** | |
| Budgets  KPI’s  Governance | Contributes to effective budget management of overall annual reactive repairs budget including damp and mould  Repairs  Damp & Mould  Budget/Spend  Customer Satisfaction Levels  Contractor/Supplier Performance  Attendance at Operational meetings |
|  | |
| **Behaviours and Competencies** | |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | A colorful structure with textDescription automatically generated with medium confidence**Our Guiding Principles**  Our Guiding Principles demonstrate the attitude, skills and behaviours critical to helping us achieve our vision - “Homes and services that make life better” - while continuing to make Caledonia a great place to work.  We want our **Maintenance Inspector – Repairs, Damp & Mould** to be a role model and deliver the following behaviours and competencies:   |  |  | | --- | --- | | **Keep It Simple** | | | It is important to us that people find us easy to deal with. We don’t complicate things: our language is clear, our processes are straightforward, and decisions are made as close to our customers as possible. | • I understand the responsibilities of my role and I am empowered to take action to deliver them | | • I am approachable and quick to offer help and assistance | | • I approach my work with a sense of purpose, adapting and reprioritising to meet customer needs | | • I am always looking for new ways to simplify and streamline my work | | • I collaborate to achieve our goals | | **Keep It Personal** | | | We place our customers’ needs at the heart of all that we do. We use insight to tailor the service we offer to meet the unique needs of every customer - not what a process, form or checklist says they should receive. We build trust by always keeping our promises. We treat that trust with care and respect. | • I actively listen to better understand the needs of my customers and colleagues | | • I approach my work with positivity and personal responsibility. You won’t hear me saying, “it’s not my job” | | • I build strong relationships through empathy and compassion | | • I value my colleagues and customers and I will go the extra mile to support and assist them | | • I make time to explain when clarity is needed and provide information that suits individual needs | | **Make It RIGHT** | | | Making it right means doing the right thing. This means taking responsibility when things go wrong, being prepared to do things differently and constantly identifying opportunities to learn and improve. | • I take responsibility when things go wrong, working quickly to put it right | | • I see setbacks as an opportunity to grow, asking myself “what could I do differently?” | | • I take personal responsibility to develop new skills, gain new knowledge and be the best that I can be | | • I always do what is right over what is fast, easy or comfortable | | • I speak up and share ideas for improvement | | | |
|  | |
| **Person Specification** | |
| **Experience Essential** | |
| * Experience of working within social housing or repairs and maintenance * Knowledge of property related legislation, SHQS, and EESSH standards * Experience of instructing and managing external contractors and suppliers * Evidence of and commitment to the delivery of a high-quality customer service * Experience of dealing with challenging situations, maintaining a calm, confident and professional state whilst being empathetic to customers and their concerns * Able to organise and plan workload to meet targets and deadlines with minimal supervision * Able to manage a complex and varied workload to complete task on time and within budget | |
| **Experience Desirable** | |
| * Experience of construction technology and building pathology * Knowledge of schedule of rates building contracts * Budgetary management | |
| **Qualifications and Knowledge Essential** | |
| * Technical knowledge to control day today repairs from commencement to completion * Technical knowledge of assessing and resolving issues related to damp and mould in buildings * Full UK driving licence and use of a car for business use | |
| **Qualifications and Knowledge Desirable** | |
| * Professional qualification in Building Maintenance/Asset Management or similar - SCQF Level 7 or above | |
| **Job Outputs** | |
| |  |  | | --- | --- | | **OUTPUT** | **OUTPUT DETAIL LIST** | | **Customer Service** | |  |  |  | | --- | --- | | **Delivery of a customer focussed service** | * Excellent consultation and communication with customers, as a minimum meeting the requirements set out in legislation and Group policies and procedures. * Behaviour is consistent with organisational values and service standards (Keep It Personal, Keep It Simple, Make It RIGHT), ensuring there is a commitment to a high- quality customer focussed service. * Working collaboratively to ensure that high levels of customer satisfaction (internal and external) are attained, and KPIs & departmental targets are achieved. * The Landlord service meets or exceeds customer service standards. | | **Customer Engagement** | * Customers are supported throughout the repairs/damp and mould processes. * Customer concerns and complaints are considered and addressed with relevant parties and seen through to satisfactory conclusion. * Key point of contact for customers when managing complex repairs. | | **Repairs, Damp and Mould Activities** | * Maintenance Inspectors collaborate with Customer Services to ensure effective monitoring of reactive repairs and damp and mould work. * Maintenance Inspectors proactively support Customer Service colleagues and where required take ownership for complex repairs and complex voids. * Effective customer consultation, participation and updates are provided while following the course of the damp and mould procedures, making sure prescribed timescales are met. * Effective coordination and liaison with contractors regarding repairs and operational requirements, raising works orders where needed. * Compliance with policies and procedures ensuring regulatory and statutory compliance and consistency of service delivery. * Pre-inspections are consistently carried out where required, to accurately diagnose, specify, order and manage repair solutions to the approved specification and budget. * Post inspections are consistently carried out, ensuring discrepancies are challenged and resolved with contractors/suppliers. * Re-measurements are carried out as required, ensuring works are carried out in accordance with agreed contract rates. * Strong working relationship established between Maintenance Inspectors and the Contract Compliance Officer, ensuring reactive repairs are given due consideration at monthly contract review meetings. * Maintenance Inspectors support the investigation of complaints and recommend areas for improvement to reduce complaints raised in the future. * Recurring trends or long-term maintenance issues are identified * Maintenance Inspectors work in partnership with budget holders to make informed decisions about discretionary investment in complex repairs and major voids. * Maintenance Inspectors are easily accessible to colleagues for information and support. | | **Partnership and Team working** | * Positive working relationships are established with internal and external stakeholders to support operational objectives and excellent service delivery. * Maintenance Inspectors openly share knowledge and expertise to support culture of continuous learning and improvement. * The maintenance team collaborate well together to address common queries, concerns, and issues, and share learning experiences, with efficiency and effectiveness. | | **Monitoring & Controlling Delegated Expenditure in line with Budget Provision** | * Expenditure is within agreed budgets. * Efficiencies are achieved through service improvement. * Budgets are devolved and closely managed. | | **Personal performance management** | * Individual performance and behaviour is regularly measured against personal development objectives * Staff take ownership of tasks and engage in activities that support improvement in services and continued professional development | | |
| **Interdependencies** | |
| **Internal**  Management Board and Committees  Executive Management Team  Operational Management Team  Departmental Management Team  Staff Team Members and Colleagues  **External**  Local Authorities  Scottish Government  Regulatory Bodies  Tenants & Customers  Contractors & Suppliers  Other Key Stakeholders | |
|  | |