

Inspection and Monitoring Supervisor Job Profile

Job Description

Job Title: Inspection and Monitoring Supervisor	Grade: PO2
Section: Estate Services	Directorate: Housing and Regeneration
Responsible to following manager: Deputy estate Services manager	Responsible for following staff: 2x Building safety enforcement officers 3x Door inspectors 6x Mould removal officers 3x Cleaning inspector estate officers 1x Administrative officer
Post Number/s: H3282	Last review date: 1.2.2024

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To provide supervisory and operational support to the Estate Services teams responsible for the inspection of front entry doors to residential premises, the team responsible for action against those leaseholders who fail to upgrade those doors to meet fire safety standards, the specialist cleaning team responsible for treating mould within residential premises and the cleaning monitoring team.

Specific Duties and Responsibilities

1. Responsible for the direct supervision of Building safety enforcement officers (SO2 x 2), Building safety door inspectors (SO1 x 3), Mould removal officers (scale 6 x 6) Cleaning inspection estate officers (Scale 6 x 3) and administrative officer (Scale 6 x 1)
2. Responsible for ensuring that all aspects of health and safety within offices at Sudbury House and others used by estate services are complied with. Keep the health and safety records up to date and arrange testing and assessment within required time frames. Also undertakes the ordering of repairs required to these premises.
3. Responsible for prioritising own workload to meet constantly changing demands and deadlines. Ensure that these deadlines are met, and procedures adhered to. Required to make decisions and work on own initiative with minimal supervision.
4. Providing rotas and schedules for cleaning inspection, enforcement and mould cleaning teams ensuring service levels are maintained and targets are met inline with corporate and regulatory legislation.
5. Providing data on inspection and monitoring operations to staff and partners as required.
6. Ensuring data input from teams is compliant, timely and retrievable.
7. Liaising with and taking calls from residents and other stakeholders on matters concerning inspection and monitoring in relation to front door and cleaning inspections and mould removal.
8. To be familiar and have an understanding of fire safety legislation around compliance of residential front entry doors and ensure repairs to tenanted properties are carried out.
9. To oversee casework of the building safety enforcement officers who are responsible for ensuring leaseholders front doors are compliant with fire legislation and preparing documents for legal cases where enforcement action is required.
10. Ability and willingness to cover for staff absence within the team when required.
11. Assist with enquiries and complaints from Councillors and MP's and Freedom of information requests relating to cleaning inspection data, Mould removal and residents front door inspections.

12. Any other duties which the estate services manager considers appropriate to the role.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

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6. The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

7. Undertakes available training opportunities and shows a commitment to continuous development, maximising potential and ensuring the efficient delivery of Council services, and participating in the staff development and appraisal scheme.

Team structure

For the current structure please go to The Loop.

Person Specification

Job Title: Inspection and Monitoring Supervisor	Grade: PO2
Section: Estate Services	Directorate: Housing and Regeneration
Responsible to: Deputy Estate Services Manager	Responsible for: RWH 2215-2219, RWH 3402 -03, HP016-018, RWH 0408-09, HA415,H3250,H3274
Post Number/s: H3282	Last Review Date: 1.2.2024

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A knowledge and understanding of fire safety issues and regulations concerning residential front entry doors		X	A/I
An understanding and commitment to the Councils equalities policies and an awareness of the Councils safeguarding requirements		X	A/I
Experience	Essential	Desirable	Assessed

Substantial recent experience of managing, supporting and supervising staff within a high pressure environment	X		A/I
Experience of communicating effectively with the public and contractors by phone, e mail and in writing, including drafting non standard letters, e mails and memorandums	X		A/I
Experience of using and interrogating various IT systems, including Microsoft Office, particularly Word and Excel	X		A/I
Skills	Essential	Desirable	Assessed
Must be tactful, diplomatic and flexible when communicating with the public, Council Members and other stakeholders	X		A/I
Ability to work flexibly on your own without supervision and as part of a team, managing high volume workloads	X		A/I
Ability to prioritise high volume workloads to meet constantly changing demands and deadlines continually working under pressure.			
Qualifications	Essential	Desirable	Assessed
N/A			

A – Application form / CV

I – Interview

T – Test

C - Certificate