

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Building Maintenance Inspector	<b>Grade:</b> PO2
<b>Section:</b> Housing Area Teams	<b>Directorate:</b> Housing & Regeneration
<b>Responsible to following manager:</b> Building Maintenance Manager	<b>Responsible for following staff:</b> None
<b>Post Numbers:</b>  HD010, HD109, HD208, HD108, HD409, HD509, HA110, HA310 HD510, HA408, HA409, HD011	<b>Last review date:</b> 2018 (minor amendment)

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This position is 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

Provides a broad range of technical support in relation to routine and non-routine maintenance works. Offers support to other departments as directed, including tenant management organisations and housing cooperatives as necessary. Manages contractors and ensures best value is maintained. Delivers technical expertise in the handling of disrepair claims. Ensures a safe working environment for contractors and

members of the public in respect of technical issues. Upholds and maintains council policies and procedures at all times.

### **Specific Duties and Responsibilities**

1. Responsible to the Building Maintenance Manager (BMM) for the provision of technical support on routine and non-routine repairs.
2. Responsible for ensuring that void properties are processed efficiently within specified timescales and any delays minimised.
3. Investigates and responds to correspondence relating to repairs and maintenance within corporate guidelines.
4. Prepares and issues orders for repairs to Council properties from the Schedule of Rates, assisting administrative officers and estate managers as necessary. Monitors and approves additional works including variation requests and time extensions in accordance with procedural requirements. Conducts risk assessments to maintain the safety of contractors, residents and the general public.
5. Undertakes pre- and post- work inspections to ensure that quality is maintained in accordance with contractual requirements. Checks and validates invoices and post-inspects works to maintain quality and ensure the timely and efficient payment of contractors.
6. Prepares referral forms (C1 procedure) for major works schemes on the estates, gathering together all relevant particulars to inform the specification and drawing up an estimate of cost.
7. Coordinates the competitive quotation process, drafting detailed technical specifications for minor works in accordance with the Council's Code of Practice for procuring goods and services
8. Responds to tenant and leaseholders' requests for repair to their homes. Approves works and provides all appropriate documentation to support the decision making process.
9. Assesses the condition of homes and prepares technical recommendations for properties to be added to the external decorations programme. Also responsible for preparing specifications of works for external decoration schemes.
10. Conversant with council operated computer systems, including Microsoft Office and the council's bespoke housing management system (NPS), ensuring information is accurate.
11. Upon request, provides technical condition surveys and estimated costs of repairs for other departments e.g. home purchase grant approvals and properties referred for sale.
12. Reports on insurance claims for fire, flood, subsidence, heave or any other insured peril, liaises with the assessor, prepares a specification of works, seeks quotations and assesses technical conditions reports including drainage and

- asbestos. Carry out subsidence monitoring, keeping full records and updating the insurance section as necessary.
13. Oversees compliance with the Health and Safety at Work Act by contractors working on the housing stock e.g. risk assessments for working at height, confined spaces and Control of Substances Hazardous to Health (COSH). Liaises with safety advisors and inspectors from the Health and Safety Executive as necessary.
  14. To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the Council. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection. Beware of responsibilities under MARAC in relation to domestic abuse.

### **Generic Duties and Responsibilities**

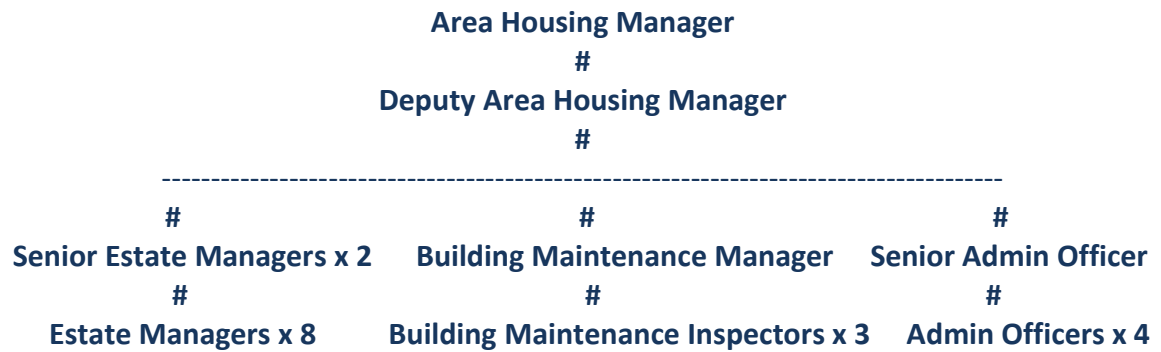
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated 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 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.

## Additional Information

### Team structure

For the current structure please go to The Loop.

*When advertising externally please add the current team structure here and remove the sentence above.*



## Person Specification

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<b>Section:</b> Housing Area Teams	<b>Directorate:</b> Housing and regeneration
<b>Responsible to:</b> Building Maintenance Manager	<b>Responsible for:</b> n/a
<b>Post Numbers:</b> HD010, HD109, HD208, HD108, HD409, HD509, HA110, HA310, HD510, HA408, HA409, HD011	<b>Last Review Date:</b> 2018

### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>	
A basic understanding of the health and safety at work act, fire risk assessments and asbestos regulations.	
Ability to use a computer system, with a basic understanding of M.S. Office, Word, Excel, Outlook etc.	
Understanding of and commitment to the Council's Race and Equal Opportunities policies.	
Understanding of and commitment to the Children's Act and Vulnerable Adults Act.	

<b>Experience</b>	
Experience of property maintenance.	
Experience of supervising contractors and dealing with poor performance.	
Experience of dealing with the public in writing, face to face, over the telephone and by email.	
<b>Skills</b>	
Ability to undertake technical surveys, prepare detailed specifications/ estimates for repairs, raise accurate works orders and monitor to completion.	
Ability to prepare objective reports and correspondence on buildings and technical repair issues within set timescales.	
Ability to identify settlement, heave and subsidence; and water ingress condensation in buildings.	
Ability to communicate with line managers, colleagues and other agencies.	
Ability to work outside core hours as the need arises.	

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**