| Job Title: | Housing Inspector (Repairs and Voids) |
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| Service Area: | Built Environment |
| **Band & SCP:** | Band 7 SCP 24 - 27 |
| Reports to: | Property Services Manager |
| Team: | Housing |
| **Location:** | Brocks Hill |

**Agile Working**

This post is a hybrid role which will involve a blend of office and flexible working.

**Main Job Purpose**

1. To undertake a full range of repairs and voids inspections and associated duties, responsibilities, as required in order to maintain and improve the Council’s property portfolio and housing stock, ensuring that the Council’s responsibilities and duties as landlord and service provider are upheld in line with current and pending legislation
2. Ensure compliance with all legal, regulatory and statutory requirements governing all areas of social landlord property management
3. Work in line with the Council’s Vision and Values to promote a culture which aims to deliver a high standard of service by working together to exceed our customer expectations.

**Key Responsibilities**

1. Inspect properties and identify property faults and failures, order necessary works and post inspect works carried out
2. Inspect void properties and write a specification of works needed to allow the property to be let
3. Assist, advise and support the housing team in drafting and contributing to housing policies, strategies, investment programmes and business plans
4. To take responsibility for the day to day repairs, maintenance and void management process.
5. Ensure works identified are delivered in line with contractual agreements and meet the expectations of customers.
6. Assist the property services manager in developing and implementing new policies, strategies and relevant codes and legislation affecting the service area
7. Ensure effective spending control within agreed budgets
8. Draft reports, statistical analysis and briefing notes for senior management, committee, corporate and public gatherings
9. Lead by example and develop, deliver and promote effective communications internally and externally
10. Support a diverse group of staff ranging from the professional and technical though to those with trade or administrative skills
11. Pro-actively support and engage with the team and the wider housing team creating a motivated and supported environment
12. Promote and deliver excellent customer services, communicating effectively and accurately
13. Deliver the core compliance service, monitoring KPI’s and escalating performance issues to the property services manager

**Additional Requirements**

1. Carry out additional duties commensurate with the grade for the post as and when required
2. Embrace and promote our Values & Behaviours
3. Promote equality, diversity and inclusion in line with our policies and procedures.
4. Comply the Data Protection Act 2018, the Computer Misuse Act 1990, the Human Rights Act and the Freedom of Information Act 2000, or any statutory re-enactment thereof at all times.
5. To take all necessary steps to ensure that information acquired through their employment or contained within the Council is kept confidential.
6. Take responsibility for personal development.
7. Work outside of normal working hours on an ad-hoc basis to attend meetings or complete essential tasks.
8. Ensure that all Policies and procedures are followed.
9. Demonstrate commitment to and support for safeguarding and promoting the welfare of children, young people and vulnerable adults.

Note: This is a description of the job at the point it was developed and it may be necessary to vary duties and responsibilities from time to time. We will periodically review job descriptions to ensure that they relate to how the job is carried out and to incorporate any changes that are required. We will aim to reach an agreement to any reasonable changes with the postholder but if agreement is not possible we reserve the right to insist on changes to the job holder after consultation with the postholder.

Job Title: Operational Housing Manager Date: January 2025

|  | Essential | Desirable |
| --- | --- | --- |
| Relevant Knowledge and Experience | Experience and knowledge of property management in a social housing context.  Experience and knowledge of managing and implementing day to day repairs and management  Experiencing of managing void properties, identifying and ordering works and post inspections  Experience of managing information systems  Experience and knowledge of high rise building management and compliance  Understanding of issues relating to housing, repairs and modernisation programmes, tenancy & estate management repairs and maintenance  Ability to collect, collate, analyse and interpret information effectively  Implementing change | Experience working in Local Government or for a Public Sector Employer. |
| Qualifications | Qualified to a good standard of general education (4 GCSEs or equivalent)  Have or be working towards Building/Surveying/Housing qualification Level 4 or higher | Degree in a related subject  CIH Membership |
| Skills and Abilities | Excellent communication skills  Numerate  Able to organise and prioritise work to meet deadlines.  Strong attention to detail.  Effective team worker  Problem-solving skills  Flexibility in terms of hours and duties  Ability to remain calm whilst under pressure  Treat all individuals with dignity and respect | Understanding of budgets |
| Other Requirements | To demonstrate and promote the Council’s visions and values | Ability to travel between locations |