

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Damp, mould and Disrepair Manager	Grade:	SMG1
Reports to (Designation):	Head of Repairs	Grade:	SMG3
Directorate:	Housing	Section:	Repairs

Main Purpose of the job:

Strategic and operational management of multiple teams responsible for all aspects of Legal Disrepair and Complex Repairs including the delivery of works, management of multiple contractors (including external legal services providers), as well as management of compensation payments to residents as negotiated or awarded by the Courts. Management in line with HHSRS (Housing health and safety rating system) of all damp and mold cases both from stock condition and residents reports to fix root cause and prevent recurrence.

Summary of Responsibilities and Personal Duties:

1. Management of the Disrepair and Damp and Mould repairs Teams and included functions such as contract management and works coordination.
2. Ensuring the Council meets its legal obligations as set out in the Disrepair pre-action protocol.
3. Act as lead and manage all live disrepair/litigation, damp and mould diagnosis and work management.
4. To provide leadership, management, and direction to a team of multi-faceted professionally qualified staff who are responsible for monitoring contractual and financial compliance and client satisfaction for contracted services. Ensuring the team is a high performing team through effective management and monitoring of KPI's
5. Managing the disrepair budgets and ensuring any risks to overspend on specific projects/workstreams, and all redeeming solutions are presented with appropriate risks highlighted.
6. Challenge poor service quality and provide appropriate remedial actions. Implementing service reviews and ensuring service improvement plans are initiated.
7. Responsibility for liaising with Housing teams to arrange decanting where required.
8. To provide regular reports and reassurance on performance to the Head of Repairs, the Cabinet Member for Housing and other Assistant Directors and Directors as necessary.
9. Ensure reporting is available to monitor any issues and identify any trends & root causes so updates and meaningful 'results driven' reporting can be shared.
10. Managing a varied workload and prioritising urgent cases based on the financial and reputational risk to the Council. Responsible for ensuring compliance with Lewisham Council policies and procedures.
11. Work closely with Legal Services, Lewisham's Repair Service and Major Works teams to ensure effective communication is carried out and high customer services levels are adhered to.
12. Deliver efficient and effective customer focused services for disrepair.
13. Liaise with legal colleagues on individual cases as necessary and on more general issues such as legal procedures and interpretation of legislation.

14. Ensure that all deadlines and actions are completed within the deadlines set by the Head of Repairs.
15. Work collaboratively with delivery teams, service providers and stakeholders to ensure delivery is compliant with contracts, specifications and schedule of rates, fully documenting decision making and variations.
16. Establish and maintain good lines of communication with other key stakeholders, both Lewisham Council and external bodies.
17. Maintaining robust records of visits and inspection findings on Lewisham operating systems. Providing process for making recommendations to senior managers on any areas needing further actions.
18. Assisting in projects aimed at preventing disrepair; providing analysis of key areas of concern when required.
19. Ensuring compliance with the health and safety executive in delivery of works and construction sites

MANAGEMENT ROLES & EXPECTATIONS

As a Senior Team Manager, you will:

1. To provide leadership and strategic direction for the delivery of all services in line with the wider Council objectives
2. Adopting a positive, outward looking 'can do' approach to improved and innovative ways of working.
3. Being responsible for the identification, analysis and development of skills for all employees within your area of work in line with business objectives. This will include development of skills analysis/matrix; training need analysis, effective delivery, monitoring, review and evaluation of resultant training and development plans.
4. Responsible for promoting equalities and reducing inequalities through Equality Impact Assessments, taking account of diverse customers, potential customers and employees within your service.
5. Responsible for all employment matters including induction, recruitment and selection, development and employee relations in line with Lewisham Policies.
6. To take responsibility for leadership, motivation, coaching, mentoring and
7. management of all employee teams allocated to the post holders designated service area, in accordance with the principles of Investors in People.
8. To train apprentices during their induction period and work with HR to maintain a
9. pipeline of apprentices
10. Ensure all activities in designated areas of responsibility are managed in accordance with best practice, with appropriate strategies, policies and monitoring in place in order to manage and minimise risk and maximise the use of resources.
11. Responsible for the management of relevant budgets and compliance with financial procedures.
12. Comply with all Lewisham policies, including but not limited to contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity. Ensure compliance with employment law and regulatory requirements at all times

Internal Contacts: Legal services, Housing Management, Temporary accommodation, Repairs Service, Housing Policy

External Contacts: Third party solicitors, residents, court services

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: Minimum 3

Title:

Senior Surveyor

Senior Disrepair Officer

Number of partially managed staff:

Title:

Disrepair Officer x3 PO1

Surveyor x7 PO5

RLO x1 PO1

Admin officer x4 SC5

Surveyors

Grade

No of posts

PERSON SPECIFICATION

JOB TITLE: Damp, Mould and Disrepair

POST NO:

DEPARTMENT: Housing

GRADE: SMG1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

- Legal framework relating to disrepair. **S**
- HHSRS rating system and definitions
- Relevant legislation, building regulation, standards, and ability to manage Health and Safety on site effectively.
- Demonstrating awareness of cultural and community diversity
- In depth knowledge of the activities of Social Housing

Skills

- Excellent standards of customer service and the ability to deliver accurate and clear communications in writing, face to face or by telephone.
- Relationship/client or stakeholder management
- Contract management including the ability to challenge contractors on performance and implement Performance Improvement Plans **S**
- IT skills, with experience in using various IT systems including Microsoft Office packages and Housing Management systems

Experience

- Dealing with potentially difficult people in potentially difficult situations
- Supervising contractors and direct labour force teams
- Preparing and issuing performance reports
- Preparing cases attending court on legal disrepair related matters **S**

Professional Qualification and Education

- HHSRS **S**
- Membership to CIH or similar professional body **S**

DBS Disclosure Required? No Basic Enhanced

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post