

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Disrepair Officer	Grade:	PO1
Reports to	Disrepair Manager	Grade:	
(Designation):			
Directorate:	Quality and investment	Section:	Repairs

Main Purpose of the job:

Coordinating all aspects of managing disrepair cases including responses to letters, appointing legal services, scheduling surveyor attendances/managing their diaries and commissioning of works.

Monitoring deadlines and ensuring compliance with Disrepair Pre-action protocol.

Responsible for ensuring compliance with Lewisham council policies and procedures.

Summary of Responsibilities and Personal Duties:

1. Managing disrepair surveyors' diaries and safeguarding whilst lone working on site ensuring reports are carried out in a timely fashion and recorded accurately within the case file.
2. Managing a varied workload and prioritizing urgent cases based on the financial and reputational risk to the council.
3. To undertake a central role in the defense and management of legal claims to minimize costs and reputational impact.
4. Carry out root cause analysis of claims and identify any problems to be addressed and any opportunities for reducing the incidence of legal disrepair and continuous improvement of the repairs service to prevent future claims.
5. Gathering required documents for disclosure, subject access and freedom of information requests and returning them within the timescales defined by legal practices, policies and procedures.
6. Communicate with both internal and external legal colleagues on individual cases as necessary and on more general issues such as legal procedures and interpretation of legislation.
7. Attend court and give evidence to represent the council when required.
8. Ensure all deadlines and actions are completed within the deadlines set out by the courts judgment, disrepair manager and the disrepair protocol.
9. Issuing schedule of works to the council's direct labour team or subcontractors for works to be delivered.
10. Ensure delivery of compliant repairs and site management with contractors including all health and safety executive advice, financial management fully documenting all relevant risk assessments, method statements and decisions.
11. Establish and maintain good lines of communication with other key stakeholders both within Lewisham council and external bodies.
12. Authorise damages and costs up to the agreed levels and documenting and tracking all decisions to be held on case files.
13. Maintaining robust records of visits and inspection findings on Lewisham councils operating systems providing review and recommendations for senior management on areas that need further improvements or actions.

14. Assisting in projects aimed at preventing disrepair; providing analysis of key areas of concern when required.
15. Making recommendations for the improvement of internal processes and policies in the relation to delivering repairs and the disrepair teams' delivery and function.

Internal Contacts:

Disrepair Surveyors, DLO operatives, Repairs Administrators, Repairs Supervisors, Paralegals, Lawyers, Principal Lawyer, Head of Compliance, Compliance managers, Head of Repairs, Repairs Manager, Electrical Manager, Repairs Complaints Team, Repairs Contact Centre, Disrepair Manager, Finance, Housing management, Rents and income, leasehold services.

External Contacts:

Subcontractors, Solicitors, Courts, Claimants, Independent expert witness, Single joint experts (Surveyors), Insurance providers, structural engineers, housing ombudsman.

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.

PERSON SPECIFICATION

JOB TITLE: Disrepair Officer

POST NO: TBC

DEPARTMENT: Quality and investment

GRADE: PO1

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

- Knowledge of legal framework relating to disrepair **S**
- Excellent knowledge of relevant legislation, building regulation, standards and manage health and safety on site effectively within the health and safety executives guidelines
- Indepth knowledge of the activities of social housing

Skills

- Excellent IT skills with experience in using various IT systems including Microsoft office packages and housing management systems
- Effective relationship/client or stakeholder management

Experience

- Experience of supervising projects
- Experience of supervising contractors
- Experience in preparing clear written specifications and reports in line with legislation and legal protocols within a repair environment **S**
- Experience of preparing cases and attending court on legal disrepair related matters **S**
- Experience of dealing with potentially difficult people in potentially difficult situations
- Conflict resolution
- Experience of preparing and issuing performance reports

Professional Qualification and Education

- Recognised qualification in ICT, particularly with Excel

Equality & Diversity

- Understand and demonstrate awareness of cultural and community diversity

Personal Qualities

- Delivering excellent standards of customer service and the ability to deliver accurate and clear communication in writing, face to face or by telephone

Circumstances

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