

**Job Title: Damp and Mould Building Surveyor**

**Location/Part of Business: Sutton Gate**

**Grade: Band: 5**

**Reports to: Assistant Director for Commercial and New Business**

**Purpose:** To provide information and support for tenants and leaseholders whose homes are affected by major works and to ensure that procedures for communicating and consulting with residents on capital projects demonstrate excellent Customer Care.

**Values:** High Performing, One Team, Make it Happen and Excellent Customer Service.

### Responsibilities & Outcomes

#### Key Responsibilities:

- Uphold SHP's Values, Behaviours and Leadership expectations at all times
- Undertaking a full range of pre and post surveying services for damp and mould cases and programmes, including project management, quality and cost control for projects within the damp and mould capital programme and for the revenue workstreams
- Monitoring contractor compliance and non performance; effectively manage relationships with key contract partnerships and the supply chain
- Advise and support residents on damp and mould by resolving their queries and issues, ensuring their expectations are managed and proactive resolutions are identified
- Deliver a high quality and best in class damp and mould repairs/programmes to customers demonstrated through high levels of satisfaction
- Obtaining clear understanding of the outcomes and links for all the damp and mould minor works programme
- Obtaining a clear understanding of the proposed scope and specifications for the damp and mould work programmes for individual properties and affected blocks working closely with the Clerk of Works and the Resident Liaison Officer.
- Obtaining all the relevant information and liaising with external consultants, sub-contractors and internal repairs service to deliver the damp and mould workstreams
- Attendance on site to monitor progress of the works being undertaken, and to provide the

### Skills & Experience

#### Essential:

- Knowledge of current challenges of damp and mould and excellent customer service including landlord legal repairing obligations, and valuing equality, diversity and inclusion
- Knowledge and experience of Section 20 for leaseholders where applicable
- Ability to work independently, exercising good initiative, judgement, work under pressure and time management
- Experience of working in social housing, local government or customer-service environments and dealing with damp and mould
- Experience of managing multiple work streams for capital and revenue works
- Experience of conducting structural, condition and measured surveys for damp and mould
- Working knowledge of building construction best practice and regulation, including different forms of contracts
- Technical expertise sufficient to understand complex issues in construction, engineering and maintenance in the delivery of damp and mould projects and programmes
- Understanding of the Housing, Health and Safety Rating Guidance and assessment of identifying hazards.
- Experience of managing and monitoring capital and revenue budgets and achieving VFM
- Demonstrable experience of working with tenants and leaseholders whose homes are experiencing damp and mould, or disrepair
- Ability to communicate effectively, both in writing and verbally
- A customer focussed approach and able to demonstrate the awareness of internal and external customer needs and expectations
- A willingness to learn, develop and adapt within the context of the high profile nature of damp and mould in the sector
- Proficient in Google and or Microsoft - spreadsheets, and update more complex data sheets, mail merges and issue communications to residents
- Knowledge of NEC Housing system or equivalent

### Expectations

#### The job holder will:

- Provide excellent front line customer services by working in partnership with internal and external stakeholders to ensure residents needs are met and objectives are achieved
- Effectively deliver the work streams for damp and mould ensuring financial performance, VFM and quality outcomes for residents
- Instruct both capital and revenue works in accordance with SHP's Standing Orders and Financial Regulations
- Ensure compliance with all relevant statutory and regulatory requirements for damp and mould, including the Home Standard
- Ensure that all policies and procedures for damp and mould are in line with statutory and regulatory requirements and reflect sector good practice
- Address reports of damp and mould, including responding to complaints, MP/Councillor enquiries, the Housing Ombudsman and the Regulator for Social Housing
- Prepare works orders and minor works programmes for damp and mould, manage variations and cost of works
- Ensure compliance of CDM Regulations and Health and Safety for colleagues, contractors and residents
- Attend site visits, and meetings with residents/stakeholders
- Lead on contractor performance meetings
- Lead on new procurement for contracts to support SHP's work on damp and mould
- Attendance at evening and weekend meetings where required
- Ensure that systems are in place and followed to meet damp and mould KPIs
- Maintenance of clear and accessible data records on NEC and google

<p>Resident Liaison Officer with timely updates to communicate with tenants</p> <ul style="list-style-type: none"> <li>• Carrying out inspections on site to ensure works comply with the specification and contract conditions</li> <li>• Acting as the day to day SHP representative to tenants and primary point of contact for tenants not met by the Resident Liaison Officer</li> <li>• To observe, record and report on the time taken and resources to complete the works</li> <li>• To ensure the contractors have the key materials and supplies to carry out the damp and mould remediation works.</li> <li>• To provide regular reports on the progress of the work programmes to the damp and mould panel and to ensure the NEC damp and mould case management system is updated</li> <li>• To project management multiple work streams against contract timescales including carrying out quality monitoring checks on the content and standard of works undertaken by the contractors</li> <li>• Continuously monitor works on site in accordance with CDM and Construction Health and Safety Plan where appropriate, and ensure the safety of residents, contractors and SHP colleagues on site</li> <li>• Ensure all data is captured on the NEC damp and mould case management system that meets the legislative, organisational and colleague requirements</li> <li>• To ensure all reports and surveys are managed and stored correctly in an agreed and acceptable standard to allow for effortless access by all colleagues</li> <li>• To undertake joining surveys and inspections with the contractors and colleagues including those for pre-contract and snagging</li> <li>• Inspection and agreement of completed damp and mould works, and ensuring variations and payments are made in line with our financial regulations</li> <li>• Visit tenants to explain the nature and scope of work, conduct a 'site introduction', ascertain their individual requirements, arrange appointments/start dates and monitor access to individual properties.</li> <li>• Arrange and attend meetings during and outside working hours for residents</li> <li>• Carry out follow up resident courtesy visits</li> </ul>	<ul style="list-style-type: none"> <li>• Works well in a team and collaborates with colleagues across the Organisation in the spirit of One Team and making it happen</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of risk management</li> <li>• Knowledge of health and safety matters.</li> <li>• Membership of the Institute of Clerk of works</li> <li>• Knowledge and application of Project Management principles</li> <li>• Knowledge of responsive, minor works programme to deal with damp and mould</li> <li>• Analytical and problem-solving skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Working with colleagues to ensure the damp and mould programme is delivered as designed and specified to a high quality whilst achieving value for money</li> <li>• Monitoring compliance KPIs for the damp and mould programme and providing weekly/monthly assurance reporting on performance</li> <li>• Delivery of a high quality resident focussed approach for tackling damp and mould</li> <li>• Financial management and payments of work programmes</li> </ul>	
	<p><b>Qualifications or Proven Experience:</b></p> <ul style="list-style-type: none"> <li>• MRICS, CIOB or HNC or relevant qualification and/or management experience in repairs, maintenance and capital projects for damp and mould</li> <li>• Desirable NEBOSH, Site Management Safety Training Scheme or equivalent</li> </ul>		
	<p><b>Driving Licence</b></p>		<p><b>Yes</b></p>
	<p><b>Business Insurance/Own Car</b></p>		<p><b>Yes</b></p>
	<p><b>Enhanced DBS</b></p>		<p><b>Yes</b></p>
<p><b>Mobile Working</b></p>	<p><b>Yes</b></p>		
<p><b>Evenings/Weekends</b></p>	<p><b>Yes</b></p>		

<ul style="list-style-type: none"> <li>• Advise and guide residents while the work is going on.</li> <li>• Carry out regular monitoring with residents of the work undertaken</li> </ul> <p><b>Key Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Proactive management and monitoring of key qualitative and quantitative metrics</li> <li>• Effective communication</li> <li>• Tenant satisfaction results obtained and recorded</li> <li>• Effective recording and filing of all data</li> <li>• Close working with residents and stakeholders in planning and delivery of the damp and mould works</li> </ul>			
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**Jobholders are required to undertake any other duties within their capabilities as may be reasonably required. Guided by our HOME Values:**

- **H**igh Performing – Continuously learning and improving
- **O**ne Team – Work together to be the best
- **M**ake it Happen – Responsible for positive change
- **E**xcellent Customer Service – Putting customers at the heart of what we do

**Demonstrated by our HOME Behaviours:**

<b>We Value:</b>		<b>How we do this:</b>	<b>We Value:</b>	<b>How we do this:</b>
<p><b>High Performing</b> <i>Continuously learning &amp; improving</i></p>		<ul style="list-style-type: none"> <li>• <b>Social hearts and commercial minds</b></li> <li>• <b>Understand our business and the roles we play</b></li> <li>• <b>Set ourselves challenging goals</b></li> <li>• <b>Understand our contribution and how we make a difference</b></li> <li>• <b>Thorough understanding of the housing sector and what’s on the horizon</b></li> <li>• <b>Be confident and take responsibility</b></li> <li>• <b>Be ambitious, innovative and target driven</b></li> <li>• <b>Be diligent and have attention to detail</b></li> </ul>	<p><b>One Team</b> <i>Work together to be the best</i></p>	<ul style="list-style-type: none"> <li>• <b>Keep it simple</b></li> <li>• <b>Show pride in who we are and what we do</b></li> <li>• <b>Get to know colleagues and customers and understand what teams do, maintaining strong partnerships</b></li> <li>• <b>Encourage team spirit, fun, passion, enthusiasm</b></li> <li>• <b>Support others in their learning and development</b></li> <li>• <b>Value everyone and encourage diversity</b></li> <li>• <b>Be open and honest with each other</b></li> </ul>
<p><b>Make it Happen</b> <i>Responsible for positive change</i></p>		<ul style="list-style-type: none"> <li>• <b>Think customer first</b></li> </ul>	<p><b>Excellent Customer</b></p>	<ul style="list-style-type: none"> <li>• <b>Actively engage with all our stakeholders</b></li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Lead by example, make informed decisions and take action</b></li> <li>• <b>Listen, seek to understand and be solution focused</b></li> <li>• <b>Be creative, proactive and innovative - think outside the box</b></li> <li>• <b>Always go the extra mile</b></li> <li>• <b>Have a "can do" attitude</b></li> <li>• <b>Take the initiative to solve problems</b></li> </ul>	<p><b>Service</b>  <i>Putting customers at the heart of what we do</i></p>	<ul style="list-style-type: none"> <li>• <b>Show respect for all and provide a friendly and professional service</b></li> <li>• <b>Take responsibility to see things through to the end</b></li> <li>• <b>Do what we say we are going to do</b></li> <li>• <b>We <u>all</u> take responsibility for excellent customer service</b></li> </ul>
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**Our Leaders: See the future, Engage and develop others, Recognise results and talent, Value diversity, Embody passion and integrity**