

Rykneld Homes Ltd.

Job Description

Division: Damp, Mould & Disrepair **Service:** Property Services

Post: Damp, Mould & Disrepair Manager

Post Number: RH397

Responsible To: Head of Property Compliance

Subordinates: Supervisor, Specialist Contractors

Key Accountabilities

- This is an essential role within Property Services Directorate of RHL where you will lead on and manage all aspects of the effective delivery of high performing Damp & Mould services for our customers in North East Derbyshire from notification through to resolution and aftercare, working within the allocated budget envelope.
 - You and your team will manage Disrepair cases from initial letter of claim to conclusion dealing with Solicitors, financial compensation where required and seeing agreed works through to completion taking initiative on all investigations to determine potential risk and financial loss.
 - Being the compliance expert in this area, working in collaboration with all areas of the business, you will ensure there is a robust Strategy, Policy & Procedure in place ensuring RHL meets all its obligations under the Regulator of Social Housings Consumer Standards [Safety & Quality], and that the properties we manage are safe and decent as a result.
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Main Duties and Responsibilities

- To be responsible for the overall operational management of Damp, Mould & Disrepair compliance (inc. HHSRS) at RHL ensuring performance targets are met and reported on in line with business objectives.
- Act as RHL's 'Expert Witness' and designated officer for disrepair cases including attending site, collaborating with external surveyors and solicitors, agreeing works, producing SCOTT Schedules and legal reports for court consideration complying with Civil Proceedings Protocol of Document Disclosure and attending court where necessary.

- To ensure that on site handovers and post inspections are carried out as appropriate in line with best practice guidance.
- To attend jobs where necessary in response to complex problems or to carry out diagnostic assessments including HHSRS Surveys.
- To be responsible for making sure that accurate and up-to-date dated asset data and information is kept.
- To lead on and manage procurement activities for service contracts and materials in conjunction with technical policies and standard, along with the compliance of the RHL specifications.
- Produce regular KPI reports and take ownership and responsibility for rectifying and learning from enquiries, complaints or disrepair claims and to ensure that service improvements are addressed and implemented.
- Act as the RHL subject matter expert on Damp, Mould & Disrepair including assisting other teams & directorates as required.
- To lead and manage the planning and enablement of delivery of excellent delivery of works, and to ensure that labour is managed to maximise resources and availability.
- To ensure the team and/or contractors/partners support and further the aims and objectives of RHL Service and Delivery Plans and any other relevant business plans.
- To ensure the team provides excellent quality services consistently exceeding tenants expectations and include comprehensive customer care standards throughout the delivery of services.
- To develop and maintain a culture of continuous improvement within teams and/or partners, to gain a reputation for innovation and cutting-edge service delivery.
- To optimise the use of resources to assist in achieving excellent services for housing in North East Derbyshire and taking account of the latest techniques and key current issues.
- To contribute to the exploration of the opportunities available for providing better value for money where appropriate.
- To work with stakeholders and advisors on developing robust business plans, and manage strategy, policy & procedures for Damp, Mould & Disrepair activities.
- Ensure all statutory & regulatory legislation is adhered to and any risks identified and escalated appropriately.
- To contribute to the budget setting and monitoring processes, ensuring financial targets are met and budget monitoring is effective.

- To ensure the team and/or partners support and facilitate joint working across RHL.
- To ensure that all services provided directly and through our partners/agents are customer-focused, with customer involvement embedded throughout all key processes.
- To ensure that regular meetings are held with the team and other stakeholders where appropriate.
- Lead on ensuring the effective marketing of Damp, Mould & Disrepair services to secure brand loyalty, develop confidence and reduce complaints in the service, and to ensure that we are providing a value for money service.
- Responsibility for ensuring the legally compliant with Health and Safety, Disrepair, Risk Management, and all other current legislative issues.
- To work in conjunction with the Health and Safety Manager to provide a safe working environment, proactively developing safe working practices in (primarily but not exclusively) a building and construction related environment.
- Ensure organisational awareness of developments in product and construction technology, recommending investment where appropriate.
- Such other duties commensurate with the grading of the post as may from time to time be determined.

Service Management

To be responsible for the following within the team:

- Performance management, along with learning from complaints, giving feedback and making service improvements.
- Dealing with everyday enquiries/formal complaints and completing and compiling documents to substantiate the case, and to ensure that future measures are in place to ensure that lessons learnt are included within our process and procedures. Ensuring appropriate administrative support to the teams.
- Appropriate budgetary monitoring/control and training to others as needed.
- Effective communications within team, with the community and with partners and stakeholders.
- Service standards and quality.
- Service planning.
- Monitoring excessive repairs and working with other staff members to address this.
- To ensure that service programmes align with wider business plans and programmes.
- To ensure that all repairs to properties are addressed in one visit, where possible.

Organisational Management

To take the following broader responsibilities:

- Customer care.
- Deputise for the Senior Manager as necessary.
- Reporting to senior management, partnering and customer groups, and the democratic structure as required.
- Play a wider role in training, service development and strategic issues across the organisation as required.
- Familiar and compliant with all relevant Legislation, Policies and Procedures.

General

- Assist in the training and development of new members of staff as required.
- To carry out all duties with awareness and regard to Health & Safety issues and adhere to safe systems of work specified in Rykneld Homes' Safety Policy.
- To be aware of and adhere to the Rykneld Homes' Policies on Equalities at all times.
- To adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data.
- Adhere to Rykneld Homes' standards of behaviour and Code of Conduct.
- Such other duties commensurate with the grading of the post as may be from time to time determined.

Key Contacts

- Individual Service Users.
- Service user Groups – e.g. TARAs.
- Damp and Mould partners and stakeholders.
- Councillors and MPs.
- Rykneld Homes Managerial Team (all levels).
- District and County Council Programme Areas.
- Contractors, Suppliers and their representatives.
- Consultants and Agencies.

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Skills and Experience</u>		
<ul style="list-style-type: none"> At least 5 years' experience of working in a construction or housing related environment. At least 2 years must have been in a management capacity, including supervision and budgetary control. Experience working under the RSH Consumer Standards [Safety & Quality] and Awaab's Law (pending release of secondary legislation), with damp & mould or disrepair as a primary function. Experience of managing people within a service delivery organisation. Experience of financial planning and effective budget management in respect of Revenue and Capital expenditure and the implementation of budgetary monitoring & control. Demonstrate understanding of the principles of operating a business in a competitive environment and within a public sector context. Experience of managing transformational change and business processes in a large organisation. Demonstrate knowledge of leadership styles and skills. Experience of contract management in a similar environment. Experience of strategic planning and management of projects. Experience of managing a property team delivering measurable performance against contractual KPI's at top quartile. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	

Personal Skills/ Characteristics	Essential	Desirable
<ul style="list-style-type: none"> • Able to work under pressure, responding flexibly and to tight deadlines. • Excellent communication, negotiating and presentation skills. • Experience of setting targets and monitoring performance. • Experience of developing and implementing strategies and policies. 	✓ ✓ ✓ ✓	
<u>Qualifications</u>		
<ul style="list-style-type: none"> • Evidence of continual professional development • Educated to degree level or equivalent experience through time served in a construction related discipline. • Membership of a Professional Body (CIOB/RICS es examples) or a willingness to achieve within a reasonable timescale. • Relevant Management qualification or proven experience of Management & Supervision of a Team. • Willingness to undertake any training relevant to the role. • Ability or experience of delivering and organising training. 	✓ ✓ ✓ ✓ ✓	 ✓ ✓
<u>Personal Qualities</u>		
<ul style="list-style-type: none"> • To be a resilient, innovative & enthusiastic leader who puts the customer at the forefront of service delivery. • Can effectively manage and develop relationships to maximise their contribution and effectiveness. • Ability to plan and prioritise a demanding workload whilst working under own initiative. 	✓ ✓ ✓	

Personal Skills/ Characteristics	Essential	Desirable
<ul style="list-style-type: none"> • An understanding and commitment to equality, diversity & inclusion. • Commitment to customer care and an understanding of its relevance to this post. • Committed to team working with a positive approach to problem solving. • Articulate with the ability to communicate with a wide variety of stakeholders. 	✓ ✓ ✓ ✓	
<u>Personal Circumstances</u>		
<ul style="list-style-type: none"> • Possess a full valid driving license with the ability to travel as necessary to meet the needs of the post. 	✓	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.