

POST TITLE	PROPERTY INSPECTOR
DIRECTORATE	PLACE
SERVICE	HOUSING & HOMELESSNESS
RESPONSIBLE TO	TEAM LEADER (REPAIRS)
NUMBER OF POST HOLDERS	4
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

To provide an excellent housing repair inspection service. Specifying works and materials, raising works orders and checking quality of works completed by in house resources and sub-contractors, ensuring that the highest standards are maintained. Communicating with tenant and owners on all works undertaken in and around Council homes. Tracking of empty homes throughout process to ensure repairs have been completed to highest standard.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Inspect, report and order required repairs in and around Council homes and property.
- Identifying and ordering materials required for jobs.
- Responsible for ordering and inspecting of works within the set designated timescales, making technical assessment on site, ensuring safety of property including assessment of asbestos.
- Follow up on works that are passed to other teams for example asbestos checks and dampness works to enable core void work to continue.
- Check progress and quality of works throughout the journey of an Empty Home to ensure progress is being made in a timely manner.
- Post check quality of work carried out within a home, continuously seek improvement, and assist Team Leader to drive up quality for both in house and sub contracted work.
- Report on findings, highlighting trends and make recommendations to improve the quality of works.
- Ensure all works prior to trade works is carried within agreed timescales, alert appropriate Officer as to when a home is likely to be ready for re let prior to handover.
- Communicate clearly and sensitively with tenants, providing excellent customer service.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Problem solving following specification of works, ability to order sequence of repairs, limiting damage, ensuring repair to an acceptable standard while providing best value to customers.
- Knowledge of the lettable standard and statutory responsibilities and ability to apply that knowledge in specifying repairs and servicing needs.
- Wide range of contacts both internal and external relating to the inspections of property, with clear and concise communications with other staff and customers.
- Strong decision making relating to repairs taking into consideration the safety and wellbeing of the tenant, the longer term investment and repair costs of maintaining the tenancy in a good condition and cost implications to service.
- Significant experience in a relevant trade, including specification of work.
- Knowledge of quality management systems.
- Ability to identify when outputs fall below the standards expected, provide documented evidence with recommendation on how to resolve.

- An HNC level or equivalent qualification in a building related subject or have proven up-to-date knowledge and expertise equivalent to this qualification.
- Must have a full UK driving licence and access to their own vehicle

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

The postholder will be office based 20% of the time and spend 80% of their time engaged in the environment and duties detailed below.

This is an operational post and physical demands such as manual handling, carrying, bending, kneeling and generally working in small awkward spaces are required as part of the job.

May be required to assist others to lift and carry heavy items. They may be required to move and lift furniture, white goods and carpets/flooring, for vulnerable customers to allow them to carry out their inspection.

Noisy, dusty, damp and restricted areas due to working under floorboards, in attics and on occasion the use of power tools. Extremely dirty unhygienic houses. Potentially exposed to pet/human excrement, infectious diseases etc.

The post holder will be expected to work under adverse conditions - extremely hot e.g. Homes for the Elderly or cold e.g. empty properties with no heating. Outside in all weather conditions.

Care should be taken with the following, working at heights, close to gas and electricity, lone working and in confined spaces.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

When responsible for an apprentice/work placement carry out on the job training and regular assessment and provide feedback to Management.

RESOURCES

Responsible for the safe use, of plant and equipment.

Required to complete equipment maintenance records.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).