**Job Description**

**Role Profile**  Specialist BCP Band I

**Service/Team** Customer, Arts & Property

**Reports to** Repairs Manager

**Responsible for** None

**Number of posts** None

**Post number**

**Career Grade** n/a

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by working to ensure the properties our residents call their homes are maintained and repaired to standards we set. Ensure safe and decent homes for all.**

**Job Overview**

* To provide a customer focussed, high quality, response repairs and voids maintenance service, positively engaging, liaising with tenants, leaseholders and other stakeholders.
* Support the organisational objective of minimising the time taken to carry out response repairs, works to void properties, and maximising work ordered accurately without the need for pre-inspections.
* Support the organisational objective of controlling responsive repair and voids expenditure to maximise resources for improvement programmes whilst ensuring customers’ needs are fairly met and providing a quality response repair service.
* To maintain scrutiny on works in progress ensuring that work conforms to statutory regulations and specifications, while also maintaining high levels of customer satisfaction.

**Key Responsibilities**

Undertake routine remedial survey work, undertaking pre and post inspections of voids and response repair maintenance.

Raise voids and response repair work orders, including scheduling orders resulting from such pre and post inspections. This will include liaising with contractors as required, including arranging joint inspections with contractors where necessary.

Investigate and resolve insurance claims, boundary disputes, tenants’ improvement, tenants’ disrepair claims, and major damp and similar items of work, in conjunction with other BCP staff, as required.

Prepare specifications, schedules of work and cost/estimates where required ensuring that all work orders / contracts comply with appropriate legislation, codes of practice, British/European standards, Poole Standard, the Council’s standing Orders and financial regulations.

Assist in contract procurement and contract management activities as required by the Head of Maintenance.

Provide technical support, guidance and advice to the Customer Services Team and Housing Management staff as required or deemed necessary.

Ensure complex defects and repairs are inspected promptly and ordered subject to budget availability and repair policy.

Investigate difficulties encountered by the Response Repairs and Voids Contractors either with tenants or associated with work undertaken by others, including liaising with the Contractors on behalf of tenants, and ensuring effective communication.

Undertake inspections of work in progress to ensure quality assurance and Contract audits. Carry out an appropriate percentage of monthly post inspections commensurate to number of work orders raised, including undertaking post inspections to voids repair works.

Ensure the quality of the responsive repairs contractors completed work is checked and assessed, using a reasonable sampling method following pre-inspection, procedure and specification.

Provide support for all BCP staff dealing with boundary disputes, tenant improvement requests and other technical issues likely to result in claim or complaint.

Investigate complaints and provide timely responses.

Check and sign off relevant contractor (and where appropriate) sub-contractor invoices.

Prepare specifications, acquire quotes for planned works, monitor and post inspect the works.

Carry out handover of minor works projects, including where required, insurance reinstatement works.

Check and sign off invoices for minor works projects.

Provide technical support to the Housing Management team, in respect of Mutual Exchanges.

To undertake such duties as may be required from time to time, commensurate with the level of the post

To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements including Equality & Diversity legislation, the Health & Safety at Work Act and Data Protection Act.

**Specific Qualifications and Experience**

Previous experience of Specifying and inspecting complex responsive repairs

Working with, and managing contractors

Working with customers, face-to-face and by phone

 **Personal Qualities & Attributes**

Maintain personal and professional development to meet the changing demands of the job and participate in appropriate training activities.

Undertake such other duties as may be required from time to time, commensurate with the level of the post.

Comply with all decisions, policies and standing orders of BCP and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and Data Protection Act.

 **Job Requirements**

DBS check

Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence. Current full driving licence and Use of a vehicle for work

HND/HNC in Construction or Building Studies: Desirable

Accurate diagnosis of building defects and appropriate remedial repair

Ability to explain complex repair issues to non-technical colleagues

Ability to use IT systems to prepare specifications and raise orders

Customer focused with excellent customer care standards

Excellent communication skills

Strategic thinker and problem-solver

Excellent attention to detail

Maintenance works to empty and occupied residential dwellings/buildings

Law related to responsive repairs including Health & Safety

Construction/Building industry methods and techniques

Social Housing law: Landlord and Tenant responsibilities

Relevant construction health and safety (CDM) legislation

A focus on excellent service delivery with enthusiasm and drive to find improvements

Committed to excellence in public services

Flexible, cooperative, collaborative and energetic approach to the work

Positive attitude to equality and diversity issues