

**Decision under Delegated Powers**  
**Damp Mould and Disrepair Co-ordinator**

**Officer requesting the decision**

Peter Oliver - Director of Housing and Wellbeing

**Officer making the decision**

Rob Mitchell - Chief Executive

**Recommendations**

1. To approve the creation of a permanent Damp, Mould, and Disrepair Co-ordinator SO1 (37 hours) at H001 reporting to the Principal Officer - Repairs M493. The job profile is appended, as is that for M493. The latter has been updated to reflect the new line management responsibility for the post.
2. To provide authority to recruit to the post.

The effective date is 21<sup>st</sup> May 2024.

**Reason**

1. To provide capacity to deal with damp, mould, and disrepair issues to mitigate the risk to tenants and the organisation arising from property defects that are not unattended to properly.
2. To recruit to the post.

**Authority for decision**

The Council's Chief Executive has delegated authority to agree changes to the establishment, within budget and without major operational disruption or interruption of services or involving a change from direct to indirect provision or vice-versa or other policy implications.

**Decision and date**

16/05/2024

**Background**

The Principal Officer for Repairs has been consulted and agrees with the Damp, Mould and Disrepair Co-ordinator reporting to them.

## **Comments from HR**

HR adviser: S Choudhury (15/05/24)

The post of Damp, Mould, and Disrepair Co-ordinator was evaluated on the 18<sup>th</sup> April 2024, as part of scoring this post, the JE panel discussed the need to also create the post Damp, Mould, and Disrepair Administrative Officer which this post will need to manage.

Once the DD is approved, management to recruit in line with CBC's recruitment policy.

## **Financial implications**

To approve the creation of a permanent Damp, Mould, and Disrepair Co-ordinator SO1 (37 hours) at H001 A0101 with effect from the 21st May 2024.

Full Year cost: £51,300 (Pro-rata costs for 2024/25 approx £42,750).

Based on 2024/25 Salary Master. Includes all on-costs.

To be fully funded through the HRA Financing Fund as per Cabinet report 1st June 2023. Delegated authority has been given to the Director of Housing and Wellbeing in consultation with the Lead Member for Public and Private Sector Housing and the Council's Section 151 Officer or Head of Finance to draw down from the HRA Financing Fund a sum of up to £500k each year to fund initiatives to meet the challenges arising from a complex operating environment and improve services provided to tenants.

## **Risk management**

No specific risks have been identified with this report.

Key decision: No

## **Appendices**

Appendix 1 - Damp, Mould, and Disrepair Co-ordinator Job Description



## JOB PROFILE

<b>Directorate:</b>	Housing and Wellbeing
<b>Service Area:</b>	Landlord Services
<b>Job Title:</b>	Damp, Mould, and Disrepair Co-ordinator
<b>Grade:</b>	SO1
<b>Post Number:</b>	TBC
<b>Base/Location:</b>	Southfield Road Offices, Loughborough - Agile Working
<b>Responsible To:</b>	Principal Officer - Repairs and Maintenance
<b>Responsible For:</b>	Damp, Mould, and Disrepair Administrative Officer
<b>Key Relationships/ Liaison with:</b>	Tenants, colleagues, contractors, elected members.

### Job Purpose

Co-ordinate the Council's response to damp, mould, and disrepair at Council owned accommodation.

Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

<b>1.</b>	Create, develop, and administer systems and processes to record, track, action, and resolve damp, mould, and disrepair cases.
<b>2.</b>	Work alongside colleagues and on-site technical officers and contractors undertaking surveys and delivering works, and the Council's legal services section, to actively progress and resolve damp, mould, and disrepair issues.
<b>3.</b>	Co-ordinate initiatives to prevent damp, mould, and disrepair occurring at the Council's housing stock.
<b>4.</b>	Provide high quality contract management support.
<b>5.</b>	Assemble and analyse data and produce management and performance information.
<b>6.</b>	Respond to customer queries, concerns, and complaints.

<b>7.</b>	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
<b>8.</b>	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

<b>Special Factors</b>
N/A

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Prepared by: Director of Housing and Wellbeing**

**Date: 09.04.24**



<b>Directorate:</b>	Housing and Wellbeing
<b>Service Area:</b>	Landlord Services
<b>Job Title:</b>	Damp, Mould, and Disrepair Co-ordinator
<b>Grade:</b>	SO1
<b>Post Number:</b>	TBC

	Essential	Desirable
<p><b><u>Qualifications</u></b></p> <p>GCSEs or equivalent in Maths and English (minimum grade C or level 4)  <b>And</b>            Demonstrable experience identified within the section below.</p>	✓	
<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>• Experience of working in local government, social housing, construction, or legal environment (housing).</li> </ul>	✓	
<p><b><u>Skills / Knowledge</u></b></p> <p>An excellent administrator, able to work proactively in a fast paced, pressurised environment.</p> <p>Significant knowledge of property repairs processes, sufficient to interact with technical staff and contractors undertaking works and deliver service improvements.</p> <p>Proven ability to develop administrative processes, and record, collate, analyse, and present information in an accurate and logical way.</p> <p>Knowledge of project and contract management and extensive skills in this respect to deliver service improvements and support the effective management of contractors.</p> <p>Excellent communication skills, sufficient to engage with a range of individuals and their representatives including residents, colleagues, contractors, and elected members, and co-ordinate activities to the benefit of residents, positively affecting property conditions.</p>	✓  ✓  ✓  ✓  ✓	

	Essential	Desirable
<p>Computer literate and able to use Word, Excel, and similar programmes in real time to output (for example) high quality performance and property reports, and correspondence suitable for submission in court.</p> <p>Ability to lead and manage the Administrative Officer/s.</p> <p>The ability to converse at ease with customers is a requirement of the post.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p><b><u>Interpersonal Skills</u></b></p> <ul style="list-style-type: none"> <li>• Experience of working with the public (including those that are vulnerable) in challenging and sensitive situations and responding to issues raised in a positive, empathetic, caring, and professional way.</li> <li>• Ability to work positively and collaboratively with stakeholders in including colleagues and contractors.</li> <li>• Ability to coach and mentor the Administrative Officer/s.</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p><b><u>Other requirements</u></b></p> <p>An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.</p>	<p>✓</p> <p>✓</p>	

**Prepared by: Director of Housing and Wellbeing**

**Date: 09.04.24**

# JOB PROFILE

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Principal Officer - Repairs</b>
<b>GRADE:</b>	<b>PO2</b>
<b>SERVICE:</b>	<b>Landlord Services</b>
<b>BASE/LOCATION:</b>	<b>Southfield Road Offices, Loughborough – Agile Working</b>
<b>POST NUMBER:</b>	<b>M253</b>
<b>RESPONSIBLE FOR:</b>	Repairs Team Leaders, Operatives, Business Support Team, and Damp, Mould, and Disrepair Co-ordinator

## **JOB PURPOSE**

Deliver a high-quality customer focussed repairs service.

## **ROLE SPECIFIC DUTIES & RESPONSIBILITIES**

- Lead the responsive repairs team, maximising the productivity of in-house labour, and manage external contractors to deliver a high-quality repairs and maintenance service.
- Lead the Business Support Team to support delivery of a high-quality repairs, maintenance, and voids service.
- Work closely with colleagues across the Council including those in voids, tenancy management, and the wider repairs and investment team, monitoring all repairs, from identification to completion.
- Manage disrepair claims and customer complaints.
- Proactively identify opportunities to improve performance and implement agreed initiatives to support the fast and efficient progression and completion of repairs.
- Deliver a high quality and safe repairs service, achieving compliance with regulatory and locally set standards and a high level of customer satisfaction.
- Produce and analyse management and performance information, and customer insight to identify and deliver improvements.
- Lead meetings, and support effective communication between internal departments, colleagues, and contractors, to support the fast and efficient progression and completion of repairs.
- Provide cover in the absence of the Principal Officer - Voids.

## **CORE REQUIREMENTS**

- Champions the Vision and Values of Charnwood Borough Council and works with members and staff from across the organisation in the best interests of the residents of the borough and the Council.

- Responsible for managing the operational performance of the service area of responsibility in line with agreed corporate business and service plan objectives, key performance indicators, and service standards, including planning, budgetary processes, and risk management.
- Leads, manages, and develops colleagues and team/s effectively within the service area of responsibility to support the provision of excellent services.
- Provides support to and deputises for the Repairs and Investment Manager on specific matters as required.
- Manages the revenue and capital budgets within the service area of responsibility.
- Maintains effective and productive working relationships with colleagues and external partners.
- Is committed to delivering appropriate services to all service users, inclusively and without discrimination.
- Develops, implements, and reviews, relevant risk assessments in the service area of responsibility.
- Ensures that as far as reasonably practicable the Council's safeguarding policies and processes are embedded and adhered to in the service area of responsibility.
- Embeds good data protection practice in the service area of responsibility.
- Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

## **SPECIAL FACTORS & CONDUCT**

- This job profile sets out the principal duties associated with this post at the time it was drawn up but is not intended to constitute an exhaustive list.
- The postholder will be required to undertake duties and responsibilities as required that are commensurate with this role, and which may vary from time to time.
- A driving licence and access to a vehicle to travel throughout the borough.



# **PERSON SPECIFICATION**

## **Our Values**

Our Charnwood Culture Framework is a set of core values that run through the way we work and the way we lead others. Our Leaders and Managers drive the Charnwood culture, demonstrating our values and ensuring the 'essence' of Charnwood is understood by all.



### **Pride in Charnwood**

**We take pride in our work and our borough and are ambitious for the future.**



### **Working Together**

**We work together with pace and positivity as one council and in partnership with others.**



### **Customer Focused**

**We listen to our customers and are focused on delivering excellent services.**

## **QUALIFICATIONS**

### Essential

- A relevant construction-related qualification i.e., degree / membership of RICS/CIOB, or equivalent experience in the sections below.

### Desirable

- Evidence of continuing personal and professional development relevant to the role.

## **EXPERIENCE & SKILLS**

### Essential

- Experience of managing high-quality property repairs and maintenance services.
- Extensive experience, knowledge, and understanding of property repairs and maintenance programmes and delivery.
- Experience of leading and managing a team, and ability to motivate, and empower others to achieve high performance in all circumstances and foster a positive working environment.
- Ability to direct, control, and manage resources, including both in-house and contracted labour and services, and associated budgets.
- Ability to find and implement creative and innovative solutions to problems and improve processes.
- Experience of working across teams to deliver shared aims and objectives.
- Experience of identifying, monitoring, and managing risk.
- Knowledge of legislation and best practice in construction health and safety.
- Ability to prepare, interpret, develop, and report on performance data.
- Excellent numeracy and literacy skills.
- Computer literate with the ability to interpret computer information systems and asset databases.
- Ability to understand and interpret budgetary information.

# LEADERSHIP BEHAVIOURS

## LEADERSHIP

- Demonstrates vision and passion for the Council and the Borough.
- Embodies the Council's Values.
- Provides effective and timely management and supports colleagues and teams to achieve common goals.

## WORKING WITH OTHERS

- Works successfully and collegiately with colleagues and partners, recognising how provision of services impacts upon others.
- Proactively identifies and maximises opportunities to work with partners and communities to deliver high-quality services.
- Motivates others to engage with the Council's strategic priorities.

## CONTINUOUS IMPROVEMENT

- Takes an outcomes-focused approach and uses evidence to underpin decision-making.
- Regularly reviews services to ensure they continue to meet the needs of the Council, stakeholders, and communities.
- Critically evaluates and proposes actions to achieve service improvements and leads on implementation with confidence and commitment.

## CUSTOMER SERVICE

- Integrates the customer experience into service design.
- Promotes a customer-centric organisational culture.
- Appreciates the value of feedback from stakeholders and acts upon this to ensure the needs of diverse communities are met.

## COMMUNICATION

- Communicates with clarity and enthusiasm about the Council and its vision for the Borough.
- Able to use different communication styles and skills to engage others and to ensure directions and ideas are fully understood.
- Displays emotional intelligence and empathy, respecting the needs of others.

## POSITIVITY

- Strives to find the best way to achieve results.
- Demonstrates personal and professional resilience.
- Motivates, inspires, and empowers others to succeed.

## INCLUSIVITY AND DIVERSITY

- Promotes an inclusive working environment.
- Recognises the value of equality, diversity, and inclusion in delivering excellent services.
- Respects the life experiences of others.

Prepared by: Director of Housing and Wellbeing

