

Decision under Delegated Powers**Damp Mould and Disrepair Case Administrator****Officer requesting the decision**

Peter Oliver - Director of Housing and Wellbeing

Officer making the decision

Rob Mitchell - Chief Executive

Recommendations

To approve the new permanent creation of the Damp, Mould, and Disrepair Case Administrator Grade D (74 hours) at H001 reporting to the Damp Mould and Disrepair Co-ordinator (Post: M526). The job profile is appended.

To make a minor amend to the JD for the Damp Mould and Disrepair Co-ordinator (Post: M526) job description. It currently reads that a Damp, Mould, and Disrepair Administrator will report into that post. Because of this DD that post will be called the Damp, Mould, and Disrepair Case Administrator.


The effective date is 1st August 2024.

Reasons

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.

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

10 July 2024

Background

DD112 2024 relates.

Comments from HR

HR adviser: S Choudhury (10.07.24)

Once the DD is approved by all relevant parties, management to follow the standard recruitment process when recruiting to the vacant posts.

Financial implications

To approve the creation of a permanent Damp, Mould, and Disrepair Case Administrator Grade D (74 hours) in H001 A0101 with effect from the 1st August 2024. Full Year cost: £86,600 (Pro-rata costs for 2024/25 approx £57,800). 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 Case Administrator



JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Landlord Services
Job Title:	Damp, Mould, and Disrepair Case Administrator
Grade:	D
Post Number:	TBC
Base/Location:	Southfield Road Offices, Loughborough - Agile Working
Responsible To:	Damp, Mould, and Disrepair Co-ordinator
Responsible For:	N/A
Key Relationships/ Liaison with:	Tenants, colleagues, contractors, elected members.

Job Purpose

Administer and progress damp, mould, and disrepair cases at Council owned accommodation to improve property conditions for tenants and defend disrepair claims successfully.

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

Main Duties and Responsibilities

1. Administer systems and processes to record, track, action, and resolve damp, mould, and disrepair cases.

2.	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.
3.	Support the delivery of initiatives to prevent damp, mould, and disrepair occurring at the Council's housing stock.
4.	Support the effective management of contracts.
5.	Assemble and analyse data and produce management and performance information.
6.	Engage with customers, respond to queries and concerns, and support the management of complaints.
7.	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.
8.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

Special Factors	
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: 17.06.24



Directorate:	Housing and Wellbeing
Service Area:	Landlord Services
Job Title:	Damp, Mould, and Disrepair Case Administrator
Grade:	D
Post Number:	TBC

	Essential	Desirable
<p><u>Qualifications</u></p> <p>GCSEs or equivalent in Maths and English (minimum grade C or level 4)</p> <p>Or</p> <p>Demonstrable experience identified within the section below.</p>	✓	
<p><u>Experience</u></p> <p>Experience of working in local government, social housing, construction, or legal environment (housing).</p>		✓
<p><u>Skills / Knowledge</u></p> <p>An excellent administrator, able to work proactively in a fast paced, pressurised environment.</p> <p>Knowledge of property repairs processes, sufficient to interact with technical staff and contractors undertaking works.</p> <p>Proven ability to undertake administrative processes, and record, collate, analyse, and present information in an accurate and logical way.</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> <p>Computer literate and able to use Word, Excel, and similar programmes in real time to output (for example) high quality</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

	Essential	Desirable
<p>performance and property reports, and correspondence suitable for submission in court.</p> <p>The ability to converse at ease with customers is a requirement of the post.</p>	<p>✓</p> <p>✓</p>	
<p><u>Interpersonal Skills</u></p> <ul style="list-style-type: none"> • 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. • Ability to work positively and collaboratively with stakeholders in including colleagues and contractors. 	<p>✓</p> <p>✓</p>	
<p><u>Other requirements</u></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>	

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