

Role Title	Damp and Mould Surveyor
Reports to:	Damp and Mould Project Manager
Job Family	Place
Competency Level	Principal Officer
Pay Range / Scale	PO5
<p>Purpose</p> <p>To identify, assess, and address damp and mould issues across LBWF's portfolio and support the Repairs Partnering team, to ensure contractors, consultants and partner agencies achieve high quality work across all damp and mould related repair cases to compliance standards, specification, schedule, and cost.</p> <p>The role is responsible for ensuring repair works are completed within time based regulatory requirements relating to damp and mould. This includes ensuring work orders are placed in a timely manner to deliver Awaab's Law deadlines, and enable the 28-day Tenant Satisfaction Measure to be achieved by LB Waltham Forest's repairs contractors for completing responsive repair works.</p> <p>The role is also responsible for assessing and recording the root causes of damp and mould repairs cases, to proactively manage and reduce the risk of damp and mould occurring in resident's homes.</p> <p>Keep detailed digital records and provide reports of various aspects of work, based on frequent site visits, and ensure the asset management database is updated.</p> <p>The position is committed to delivering an exceptionally responsive repairs service for our residents.</p> <p>Close collaboration and support will be essential in coordinating with the Building Safety Operations and Building Safety Compliance teams to ensure our homes are safe and regulatorily compliant.</p>	
Generic Accountabilities	End Results/ Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex	Activities are undertaken according relevant guidelines / regulations / procedures.

problems if necessary.	<p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>
Prepare and present results / responses / reports / recommendations.	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
Challenge customers' practice and minimise risk, referring concerns to line manager.	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>

Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
Lead projects or improvement programmes, to ensure damp and mould repairs cases are resolved in accordance with regulatory requirements and optimise resident satisfaction and safety.	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Resident satisfaction and safety is optimised, and complaints are minimised.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Support others in their development, including external organisations / customers where appropriate.	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
Support partnership agreements and partnership working within area of responsibility.	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs.</p>

Contribute to service / business plans for area of responsibility and to wider service planning and development activities.	Service / business plans reflect input.
Contribute to budget planning as required.	
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Where required, design and specify works, obtain estimates, oversee delivery, monitor expenditure, and complete sign off for works related to damp and mould.	Effective management of the end-to-end process of designing and specifying works including obtaining estimates overseeing delivery and monitoring expenditure.
Conduct detailed diagnostic assessments to identify the root causes of damp and mould problems. Providing recommendations for remediation and future preventative measures.	Accurate assessments and timely resolution of damp and mould issues.
Engage with residents to understand and address their concerns to damp and mould.	Enhanced resident satisfaction.
Undertake inspections and audits of partnering contractors particularly in relation to damp and mould work. Review completed work against the schedule and contractor invoices and resolve issues as necessary.	Quality of work completed by contractors is of a high standard and costed correctly.
Provide management reports and schedules relating to any deficiencies identified, and when necessary, certify rectification of snagging of items.	Clear communication of issues identified, schedules of resolution created and certified confirmation of rectified snagging items, which contributes to effective management oversight and timely completion of necessary tasks.
Work closely with the Repairs Partnering team ensuring all relevant legislation is being adhered to. Ensure safety, quality, and productivity assessments are carried out so that all work complies with current codes of practice, standards, and legislation, particularly health and safety and Awaab's law requirements.	Establish collaborative relationship with the repairs partnering team, ensuring strict adherence to relevant legislation. Repairs cases are completed within statutory deadlines specifically Awaab's law.
As required support other surveying functions within Housing Assets.	Maintain control to prevent the accumulation of work backlogs, ensuring that tasks are consistently managed in a timely manner.

Nature of Contacts
Day-to-day contact typically involves Heads of Service and Senior Managers across the

authority, contractors, external agencies and organisations, providing advice regarding stock condition.

The role will involve direct contact with members of the public. Because of this, the postholder will need to demonstrate sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Has regard to the requirements of Service plans, Housing Asset Management Strategy, TPC contractual requirements, MHCLG Consolidated Guidance, Statutory Building/Health and Safety requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures, TPC contractual requirements, Building / Health and Safety requirements.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

The Council's stock is over 10, 000 homes.

The Housing Asset Management budget is over £20m p/a.

Resourcing

Budget Responsibilities: contributes toward managing the Housing Asset budget.

Supervisory Responsibilities: Nil direct - matrix management of other staff within the Housing Assets Division.

Knowledge, Skills and Experience

- Experience of administering building contracts
- Experience of administering partnering contracts
- Experience of building surveying in residential environment
- Experience of Stock Condition Surveys
- Experience of HHSRS assessments
- Experience of liaising with residents
- Knowledge of Asbestos Regulations
- Knowledge of housing legislation and regulations with particular reference to repairs, maintenance
- Able to work in an inclusive manner with staff and residents
- Project management skills
- Adept at applying Health & Safety, customer care and communications policies appropriately
- IT literate, particularly with Microsoft Office, Word, Excel
- Good report writing skills

Indicative Qualifications

Relevant Building qualification, NVQ, ONC, Degree or equivalent or vocational qualification in relevant subject or area.

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.