

Role Title	Damp and Mould Project Manager
Reports to:	Head of Repairs and Partnering
Job Family	Place
Competency Level	Senior Manager
Pay Range / Scale	PO8
Purpose <p>The Damp and Mould Project Manager is responsible for identifying, assessing, and addressing damp and mould issues across the LBWF housing portfolio, and ensuring LB Waltham Forest meets regulatory requirements in relation to damp and mould, including time and quality standards for carrying out damp and mould related repairs, and understanding the root causes of damp and mould, so that appropriate mitigation measures are put in place to mitigate the risk of damp and mould occurring. This includes resident engagement to advise residents how they can minimise the risk of damp and mould occurring in their homes, and ensure that resident satisfaction is optimised in relation to damp and mould repair works.</p> <p>The role is also 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 ensures that contractors, consultants, and partner agencies deliver high-quality work in line with compliance standards, schedules, and budgets, and provide accurate reporting on damp and mould repairs performance, for both emergency and non-emergency repairs.</p> <p>The position also involves maintaining detailed records, updating asset management databases, and working closely with Building Safety and Compliance teams and external contractors to ensure safe and regulatory-compliant homes. This includes working with the Planned Works and Repairs Teams to advise and support investment and asset management decisions to reduce the risk of damp and mould occurring, and the scale and cost of responsive repairs relating to damp and mould.</p>	
Generic Accountabilities	End Results/ Outcomes
Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice, and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p>

	<p>External inspections are managed effectively.</p> <p>Service delivers excellent customer service.</p>
Manage responses to complex professional or politically sensitive issues within the area of responsibility.	<p>Expert opinion, advice, supports, and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Major issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p>
Manage key relationships with delivery partners / providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.	<p>Customer outcomes are clearly understood. and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>
Develops service plans, policies and procedures to meet strategic business goals. Ensure compliance with all internal and external standards.	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
Ensure the development and delivery of continuous improvements in all aspects of the service.	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>

Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	<p>Resources including equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned, developed, and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored, and maintained.	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>
Implement a risk management programme and advise on issues affecting Council service areas.	<p>Business threatening situations are recognised, planned for, and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
Ensure the successful implementation of health and safety legislation, policies, and practices.	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
Job Specific Accountabilities:	
Conduct detailed assessments to identify the root causes of damp and mould and recommend both remediation and preventative actions.	<p>Effective management of the end-to-end process of designing and specifying works including obtaining estimates overseeing delivery and monitoring expenditure.</p>

Produce management reports, track deficiencies, and certify rectification of snagging 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.
Provide support for other surveying functions within Housing Assets to maintain workload balance and efficiency.	Maintain control to prevent the accumulation of work backlogs, ensuring that tasks are consistently managed in a timely manner.
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. Ensure accurate performance reporting on damp and mould repairs cases.	Establish collaborative relationship with the repairs partnering team, ensuring strict adherence to relevant legislation, specifically in relation to damp and mould. Repairs cases are completed within statutory deadlines specifically Awaab's law.
Where required, design and specify works, obtain estimates, oversee delivery, monitor expenditure, and complete sign off.	Effective management of the end-to-end process of designing and specifying works including obtaining estimates overseeing delivery and monitoring expenditure
Oversee the day-to-day management of the Damp & Mould team, ensuring performance targets, such as timely completion of inspections and HHSRS assessments, are met.	The service is delivered to the quality, Council, professional and legislative standards required. Service delivers excellent customer service.
Support consultation processes, resolving issues where possible and escalating complex problems. Ensure customer feedback is incorporated into solutions.	Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice, and legislative requirements.
Collect, analyse, and manage data to national standards. Implement best practices by leveraging external networks and innovations within the sector.	Corporate strategies are effectively implemented within area of responsibility.
Prepare and present clear, accurate reports and recommendations. Monitor and report on key performance indicators (KPIs).	Internal and external inspections are recorded and managed effectively. Weekly progress reports on damp and mould are provided. Work in progress, overdue and out of target works.

<p>Communicate effectively with residents to understand and address their concerns, improving overall resident satisfaction. Support residents to minimise the risk of damp and mould occurring in their homes.</p>	<p>Residents are engaged with and their concerns are fully understood.</p> <p>Timely updates on the progress of inspections, remediation efforts, and expected resolution timelines are provided to residents.</p> <p>Clear guidance on steps residents can take to mitigate issues while works are undertaken is offered.</p> <p>Consistent follow-up after the work is completed is ensured to confirm their satisfaction and address any remaining concerns.</p>
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Nature of Contacts
<p>Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners, and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance, and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.</p> <p>Build and sustain effective relationships with all internal and external stakeholders, including repairs contractors to ensure they are carrying out damp and mould repair works in accordance with performance indicators and regulatory requirements. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.</p>
Procedural Context
<p>Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Has regard to the requirements of Service plans, Housing Asset Management Strategy, TPC contractual requirements, MHCLG Consolidated Guidance, Statutory Building/Health, and Safety requirements. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.</p> <p>Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.</p> <p>Occasionally the post will be expected to work from other locations.</p>
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: Damp and mould remediation projects up to £5m

Supervisory Responsibilities: Managing a team of Damp and Mould surveyors, supported by Technical Officer. X3 direct reports.

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.
- Project Management Skills.
- Experienced at applying Health & Safety, Customer Care and Communications policies appropriately.
- IT literate, particularly with Microsoft Office, Word, Excel.
- Good report writing skills.
- Able to work in an inclusive manner with staff and residents.

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.