



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Damp and Disrepair Coordinator
Job Reference	TBC
Service	Children, Adults, Health and Housing
Team	Housing Services
Location	Shute End
Reports to	Damp and Disrepair Lead
Worker Style	Hybrid - Remote working with attendance at Council offices as and when required
Responsible for	None
Grade	Grade 6
Contract Type	Permanent and Full Time (37 hours)

Main Accountabilities	
1.	Support, coordinate and administer the delivery of damp and mould and disrepair services, maintaining accurate records that demonstrate the Council's compliance with regulatory and statutory requirements.
2.	To facilitate the consistent application of processes and procedures which provides a responsive and customer centric service delivery to reports of damp and mould, and disrepair claims, including supporting with appointments and access arrangements.
3.	Support with triaging and diagnosing reported issues of damp and mould, so resident's vulnerabilities and circumstances are understood and recorded, and ensure the correct prioritisation of each case. Facilitate and escalate any safeguarding referrals required.
4.	Coordinate timely surveys, investigations, treatments, repairs and related works with Council staff and third-party contractors, using Council systems to raise work orders and track progress through to completion, and escalation any risks associated with overdue activities which would compromise compliance.
5.	Support a proactive post-works aftercare approach to confirm residents have no new or recurring issues associated to the damp and mould service.
6.	Update the Council's asset management system with relevant information when key property components are upgraded or renewed, supporting accurate planning and forecasting of future capital investment programmes.
7.	Support management in reviewing and scrutinising invoice valuations to confirm accuracy, identify variances, raise queries and prepare invoices for payment.





8.	Support management with the contract management of third-party contractors working on behalf of the Council's damp and mould, and disrepair services to ensure contractual performance is achieved, and any risks and/or issues are mitigated.
9.	Support the preparation of meeting documents and materials to promote effective governance and performance monitoring for damp and mould and disrepair services.
10.	Support management in collating information and documentation to ensure complaints are investigated in line with internal procedures and the Housing Ombudsman's Complaint Handling Code.
11.	Ensure service information, records and documentation for damp and mould and disrepair services are stored in the correct WBC systems, locations and repositories in line with retention timescales.
12.	The postholder will be required to work flexibly to meet the needs of the Asset Management team, and the wider Housing Service, which may require deployment to support other functions and workstreams, appropriate to the grade and associated responsibilities.

Person Specification	Essential	Desirable
Education/Qualifications	GCSE's in English and Maths, or equivalent qualification at Level 2 of the UK's Regulated Qualification Framework (RQF).	Chartered Institute of Housing (CIH) Level 2. Level 2 Diploma in Business Administration, or equivalent.
Experience	At least one year's experience supporting housing repairs and maintenance, or related building or construction functions, within a local authority, registered provider or similar housing environment. Experience of administering high-volume casework within a housing repairs, asset management, compliance or customer service environment. Experience of maintaining records using housing management, repairs or asset management systems.	
Skills/Knowledge	Awareness of housing repairs, damp and mould, and disrepair functions, including relevant legislation and regulatory requirements e.g. Safety and Quality Standard, Awaab's Law, Homes (Fitness for Human Habitation) Act, etc. Awareness of the Housing Ombudsman's Complaint Handling Code and the Regulator of Social Housing's Consumer Standards framework. Highly organised with the ability to facilitate competing priorities amongst a variety of internal and external stakeholders. Has good attention to detail and consistently produces accurate work in accordance with established processes and procedures.	Understanding of other asset management functions such as building compliance, planned capital investment, sustainability, and voids services.





	Strong communication skills, with the ability to engage effectively with residents, staff, contractors, and management.	
Behaviours/Attributes	Demonstrates sound judgement, resilience, and calm decision-making in a fast paced and demanding operational environment. Able to work collaboratively with internal and external stakeholders, and support services with empathy, professionalism, and integrity. A driven and confident individual committed to learning, and continuous improvement to meet customer and service needs.	

Purpose Details	
Service Purpose	To deliver effective and efficient damp and mould, and disrepair services, to the homes and buildings owned and/or managed by the Council, ensuring the delivery of these services are aligned to legislative and regulatory requirements, and achieve a safe, secure and warm home for the Council's customers.
Role Purpose	The postholder is responsible for supporting the day-to-day operations of damp and mould, and disrepair services, ensuring the delivery of quality, timely, compliant and customer focussed responsive property maintenance functions, which meet the required performance standards across operational, financial, safety and satisfaction metrics. The postholder will facilitate the consistent application of processes and procedures which provides a responsive and customer centric service delivery to reports of damp and mould, and disrepair claims. They will coordinate and communicate with internal and external stakeholders to progress reported cases through to completion, ensuring accurate records are maintained to provide service performance information.
Corporate Parenting	The postholder will support the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	The postholder will report to the Damp and Disrepair Lead and will meet with them on a frequent basis in one-to-one and team settings to prioritise tasks, analyse service performance, identify areas of improvement and review continuous professional development opportunities.
Supervision Given	The postholder has no direct line management responsibility of staff but will coordinate resources and third-party contractors to meet customer and service need.
Contacts	Internal contacts will include colleagues from; Asset Management, Housing and Income, Housing Needs and Options, Housing Delivery and Partnerships, Corporate Finance,





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Corporate Procurement, Legal Services, Corporate Property, Regeneration, Organisational Development and others as required.

External contacts will include residents, Councillors, elected members, contractors, suppliers, consultants, local housing companies, external agencies, and partner organisations as required.

Resources/Budget Management

The postholder has no direct resource or budget management responsibility but will support management with the processing of invoices and valuations from third party contractors.

Special Requirements

None

Occupational Health Risk Assessment

Details

Skin/Respiratory Sensitisers

N

Working at Height

N

Exposure to Noise (>80-85dB)

N

Confined Spaces

N

Frequent Display Screen Equipment Use

Y

Driving for Work

N

Hand Arm Vibration

N

Lone Working

N

Healthcare/Social Contact with Patients

N

Blood Borne Viruses Exposure

N

Food Handling

N

Working with Animals

N

Specialised Medical Screening

N

Night Working

N

Safety Critical Work

N

Nature of the Role

Details

Healthcare or Hospital Work

N





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Working with Children (under 18)	Y
Working with Elderly/Disabled Adults	Y
Work Environment Details	Shute End / Hybrid

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N/A

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Basic DBS
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
Annual Basic DBS check will be required.

Evaluation Declaration	
Date of Evaluation:	<DD/MM/YYYY>
Evaluated by:	<Name, job title>

