

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Chief Executive's Department
Division:	Housing
Post No & Job Title:	Repairs Inspector
Grade:	Grade 9
Responsible to:	Repairs and Compliance Manager
Responsible for:	No line management responsibility
Main purpose of the job:	To be responsible for visiting and inspecting properties within a geographical area.

Main Duties and Responsibilities:

1. Visit properties at the request of tenants, leaseholders, operatives or managers to inspect required repairs or defects.
2. Liaise with tenants and leaseholders in regards to repairs in their home, including providing full explanations of work required, and realistic timescales for completion.
3. Ensure correct diagnosis of repair issues, and trades and materials required to complete the work, so that work can be completed at first visit.
4. Promptly record outcome of inspections on the housing management system, providing detailed notes and photographs.
5. Work closely with Repairs Manager and Compliance Manager to utilise in-house service, wherever possible to undertake required repairs works.
6. Raise works orders for external contractors for specialist works or urgent works that are unable to be completed in-house.
7. Inspect properties to monitor the standard of work completed by external contractors, raise and resolve any concerns to ensure that all work is completed to a high standard and that repeat visits are not required.
8. Review invoices provided by external contractors to ensure accuracy and value for money.
9. Manage the performance of external contractors, as directed by the Repairs and Compliance Manager.
10. Work closely with Multi-Skilled Team Leaders to address any concerns about the quality of work completed by in-house operatives.

11. Provide accurate information and professional opinion to support the Housing Contact Centre Manager to respond promptly to complaints.
12. Provide detailed written evidence for disrepair claims, and attend court when required to present findings.
13. Work closely with other teams in the housing service to ensure that information is shared regarding tenancy matters, including hoarding and properties in poor condition.
14. Make referrals to the Tenancy Sustainment and Financial Inclusion Services when wider housing issues are noticed or discussed with tenants.
15. Carry out any other duties that are within the scope and grading of the post which could also be requested by the Head of Housing.

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

The post holder will be required to be on call on a rota system.

RESTRICTIONS

This is a not politically restricted post. This post is not subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of post, but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.