

## Job Profile

**Job Title: Repairs and Maintenance Officer**

**Job Grade: Level 3 Zone 2**

**Salary Range: £36,984 - £42,526**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### **About the team/service**

The Temporary Accommodation and Procurement Compliance service are responsible for the overall procurement of temporary accommodation, approving Managing Agents with sufficient competence, skill and expertise in the supply and management of residential property. The Service lead on operational matters between the Council and Landlord Managing Agents to procure properties, monitor housing standards through inspections; and regulate nightly prices paid for each property to ensure charges are in line with the Pan London Maximum Nightly Rates schedule.

### **About the role**

Carry out inspections of properties or buildings including in-house managed schemes to assess premises suitability for clients in need of temporary accommodation. Provide technical support and advice to internal teams and service users on property related matters. Foster effective relationships with third party managing agents, agree appropriate remedial action or other resolutions to avoid clients' homes falling into disrepair.

### **Example outcomes or objectives that this role will deliver:**

- Inspect temporary accommodation properties appraising the external and internal repair condition in compliance with property related health and safety and fire safety standards.
- Issue repair work instructions, regular monitoring of managing agents / landlords' repair works to ensure it is of an acceptable standard and completed within timescale.
- Provide technical advice on various repairing matters, delivering a solution-based customer service to occupants, internal teams and external agencies or advocates.

- Build and support operational relationships with agents and landlords which aid service delivery and resolution of problems.
- Produce inspection reports, maintain accurate inspection records in a logical and organised manner.
- Attend managing agents / landlords' performance meetings when required.

### **About you**

#### **Technical Knowledge and Experience:**

- Experience in undertaking inspections to residential properties in either social housing or private practice setting.
- Broad technical knowledge and experience in fault finding and diagnosing common building and services defects, experience of identifying damp (penetrative and condensation) and experience of specifying corrective work schedules.
- Knowledge of legislation pertaining to managing agents and landlords' obligations and requirements in respect of residential dwellings
- Working knowledge and understanding of the Housing Health and Safety Rating System (HHSRS), Fire prevention and fire safety measures and the basic requirements of Planning and Building regulations.
- Experience of providing front-line customer services in a property or building related environment
- Experience of overseeing agents, landlords or sub-contractors in dealing with the delivery of repairs and maintenance service
- Experience of partnership working to build and manage professional relationships.
- Good communication skills including written and verbal, with the ability to liaise internal and external stakeholders.
- Fully proficient in Microsoft Office packages including – Outlook, Word, and Excel

#### **Work Environment:**

You will be required to work from both the council offices and on-site undertaking inspections across numerous London localities.

#### **People Management Responsibilities:**

Not applicable

#### **Relationships:**

##### *External:*

- Managing Agents and Contractors

- Registered Providers
- Private Landlords
- Environmental Health
- Other Local Authorities

*Internal:*

- Accommodation Placement Service
- Facilities Team – Environmental Team Managers
- Private Sector Environmental Health Officers
- Tenancy Support Service
- Floating Support Service
- Single Pathway Service

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG