

Job Profile

Job Title: Disrepair Surveyor
Job Grade:5.2
Salary Range: £59,759- £69,584

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.

Our housing services team is central to this vision, ensuring that every resident lives in a safe, secure and healthy homes. As part of this mission, we are committed to tackling housing disrepair issues promptly and efficiently, reducing tenant dissatisfaction and ensuring compliance with legal requirements. The role of Disrepair Officer is pivotal to achieving this goal, supporting the Council's commitment to delivering high quality housing services and mitigating the risks associated with disrepair claims. The division looks after the Council's housing stock and delivers capital works to several of the schools in the borough. The Council has 33,000 homes, of which 9,000 are leaseholders.

The Disrepair Surveyor is acting as the operational lead in investigating and producing Court ready reports and Scott schedules for disrepair claims. This role is instrumental in ensuring that the disrepair claim is progressed within specified guidelines, reducing tenant dissatisfaction and minimising the council's exposure to legal and financial risks. As part of a dedicated team, you will collaborate with surveyors, legal teams, contractors and key stakeholders to deliver effect solutions that meet Camden's high standards and ensure a better future for all our residents.

About the role

The Disrepair Surveyor is responsible for Surveying housing disrepair claims after being given a Letter of Claim ensuring that the process of the disrepair claim is carried out efficiently and in line with legal requirements. You will work closely with legal teams, work managers, surveyors other departments within LBC and contractors to investigate claims, and communicate effectively with everyone to achieve a positive outcome.

Your role is pivotal to Camden's efforts to maintain tenant satisfaction and reduce the impact of disrepair on residents' lives. You will ensure compliance for Housing Disrepair Cases and the Camden's own disrepair policies and procedures.

About you

We are looking for someone with strong organisational skills, excellent attention to detail, and a passion for delivering high quality housing services. You will have experience in responding to housing disrepair cases, excellent communication skills, and the ability to work collaboratively with a range of stakeholders.

Essential Criteria:

- Proven experience in carrying out surveys and writing compliant reports containing Scott schedules

- Knowledge of housing legislation.
- Ability to co-ordinate and carry out disrepair surveys claims following receipt of the Letter of Claim.
- Excellent organisational skills and attention to detail.
- Strong interpersonal skills and communication skills, including the ability to manage challenging conversations.

Desirable Criteria:

- Experience working within a local authority or housing association.
- RIC'S
- Knowledge of the Environmental Protection Act and related housing regulations.

We encourage applicants from all backgrounds to apply, including those with non-traditional qualifications or experience.

Work Environment:

This role is primarily office based with flexibility for hybrid working. (must be at least 3 days working from the Holmes Road Depot)

You'll collaborate with both internal and external stakeholders (surveyors, work managers, housing officers, legal etc.) and external parties (legal representatives, mediators, contractors etc.).

People Management Responsibilities:

None

Relationships:

You will work closely with tenants, surveyors, work managers, legal advisors and other key stakeholders to resolve housing disrepair claims efficiently and effectively.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

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). 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 or post to 5 Pancras Square, London, N1C 4AG,