

Job Profile

Job Title: Repairs Scheduling & Urgent Mould Lead

Job Grade: Level 5 Zone 1

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. 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. This role leads the scheduling for the whole of the day to day repairs service. The Council has 33,000 homes, of which 9,000 are leasehold.

About the role

As the Repairs Scheduling & Urgent Mould Lead within Camden's Responsive Repairs Team, you will provide the scheduling management for these teams to ensure continual performance management and support for this directly employed team and its supply-chain partners. You will be responsible for the performance management and health and safety of your staff and ensuring strict adherence to associated policies and procedures and offer support to the Head of Responsive Repairs in meeting objectives.

The post holder will be supporting Camden's ambition to have decent, safe, warm, and family-friendly homes to support our communities and Camden's estates and their neighbourhoods are healthy, sustainable and unlock creativity. The quality and repair of our housing stock is so crucial in providing an environment for our residents to flourish, ensuring that nobody gets left behind. The start of our residents journey from a repairs perspective is effective and efficient planning of trade staff resources.

The key duties are:

Planning and Scheduling:

- Coordinate the allocation of approximately 5,000 repair orders per month, prioritising workloads effectively.
- Ensure resources within the DLO are appropriately assigned to meet KPIs, including urgent 24-hour and 5-day damp and mould cleaning tasks.
- Adjust schedules dynamically to address changes in demand, emergencies, or resource availability.

Damp and mould:

- Make sure the Council's Damp & Mould policy and procedures are adhered to within the repairs and operations service, linking to other Council service areas and partners as required
- Make sure good record keeping is in place for D&M cases and casework is proactively managed so cases are not lost or residents are not kept up to date
- Work with housing management, major repairs and asset management teams to work out the best response for complex damp and mould cases

Emergency Repairs:

- Oversee and close out emergency orders raised during nights and weekends, ensuring accurate records and timely follow-ups.

- Liaise with relevant teams to address unresolved or high-priority issues promptly.

Performance Monitoring:

- Track and report on performance metrics, including adherence to agreed service levels, efficiency of service delivery, and resident satisfaction.
- Identify areas for improvement and work with the Repairs Manager and other stakeholders to implement changes.

Stakeholder Collaboration:

- Work closely with contractors, supervisors, and the DLO team to ensure repair orders are completed on time and to the required standard.
- Communicate effectively with residents, providing updates on progress and handling escalations where necessary.

Systems and Reporting:

- Maintain accurate records in relevant IT systems, ensuring data integrity.
- Produce regular reports on workload, performance, and compliance with response times.

Health and Safety Compliance:

- Ensure all activities comply with health and safety regulations and organisational policies such as the correct scheduling for vulnerable resident and multi-person visits.

Fiscal Responsibilities

- Ensuring expenditure does not exceed the income from HRA budget
- Making decisions on future obligations to the service that will reduce spend without effecting productivity

About you

You will have a strong track record in

- Proven experience in a similar planning/scheduling role, ideally within a repairs or maintenance environment.
- Strong knowledge of repairs operations, including damp and mould.
- Ability to attain financial targets and plan for seasonal changes
- Ability to work effectively in a high-demand, fast-paced environment.
- Excellent communication and interpersonal skills, with the ability to liaise with multiple stakeholders.
- Strong organisational and time-management skills.
- Proficiency in using IT systems, including scheduling tools and Microsoft Office.
- Familiarity with KPIs and performance monitoring.

Work Environment:

Camden offers flexible working arrangements and this role will be partly office-based with hybrid working technology available at our main office locations. Site visits across the borough are commonplace as are evening meetings that are held online and in-person. Court attendance may be required. The expectation is you are in Holmes Road Dept “more often than not”

People Management Responsibilities:

The post holder manages the Planners (10 staff), and Legal Disrepair Work Manager.

Relationships:

The postholder will work with team leaders & Head of the service as required. Building strong working relationships with DLO and their management team will be essential.

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

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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,

Note:

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.