

Job Profile Information: Repairs and Maintenance Officer

This supplementary information for *Repairs and Maintenance Officer* is for guidance for Job Level 3 Zone 2

Camden Way Category 3

It 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.

Role Purpose:

Carry out inspections of properties or buildings including in-house managed schemes to assess premises suitability for households in housing need. 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 service users' homes falling in to disrepair.

Example outcomes or objectives that this role will deliver:

- Perform daily pre and post inspections of residential property to ensure housing standards conform to statutory legislation and regulations or other relevant code of guidance.
- Monitor managing agents or contractors timescales for remedial works, ensure the external and internal condition of property is brought up to a habitable standard
- Provide technical advice and manage complaints related to property repairs and poor housing conditions. Provide a solutions based customers services at all times 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 in line with agreed format, maintain accurate inspection records and property related documents in a logical and organised manner, record individual monthly performance stats and present data in various formats.
- Attend suppliers' performance meetings.

People Management Responsibilities:

N/A

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

Work Environment:

- You will be required to work from both the council offices and on site undertaking inspections across numerous London localities.
- You will work a 36 hour week and be able to utilise the council's flexible working arrangements

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 writing skills, proficient in analysing performance data and produce results in various formats
- Good communicator to a wide range of audiences

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility
- For further information on the Camden Way please select the attached [HERE](#)

Chart Structure

