

Job title: Repairs Inspector

Line manager: Team Leader

Grade (if applicable): 4

Direct reports: n/a



Role purpose:

As a Repairs Inspector within the Repairs Team, you will be an integral part of the operational delivery of Peabody's repairs, maintenance and property services. Working with our regional operational teams, you will assist in the delivery of day-to-day repairs, damp and mould inspections, repairs escalations, estate management and planned preventative maintenance. You will and work closely and collaboratively with colleagues, stakeholders and supply chain partners across Peabody, providing technical expertise within your local area, driving improvements and offering a first-class service to our residents.

You will be visible, accountable and resident focused, ensuring the services we provide offer value for money, are of good quality and are aligned with our values and objectives.

Key results:

The wider Repairs Team is responsible for the delivery of all property services across Peabody, including:

- Day-to-day responsive repairs
- Damp & mould; Environmental Health Orders and escalated cases;
- Empty Homes / Voids;
- Planned preventative maintenance and proactive property management;
- Professional property related services

As a Repairs Inspector you will:

- Be a resident facing member of the team, supporting the Housing Teams and Building Surveyors on operational delivery matters
- Provide an excellent service for all residents, building trust by ensuring that all of their repairs issues are managed to resolution with the relevant contractors
- Manage a level of post inspections of completed repairs as per individual targets set by your line manager, to monitor quality, value for money and resident satisfaction.
- Manage your diary to ensure you meet productivity level requirements
- Investigate residents' complaints relating to quality & delivery of any aspect of the service & maintenance contracts.
- Work closely and flexibly with other colleagues in delivering high quality repairs & maintenance services to our external and internal stakeholders
- Provide regular and professional communication and liaison with residents and key stakeholders in relation to works instructed and managed by the service;
- Take full responsibility and manage all assigned cases from start-to-finish in a professional and efficient manner whilst ensuring that appropriate stakeholders, residents and databases are updated regularly;
- Support in the management of a range of contractors, ensuring they deliver in accordance with their contract and KPI's;
- Updating systems to reflect the output of your inspections, raising recalls and managing the contractor to ensure resolution for our residents.
- Reporting and raising the necessary works for all Housing Health & Safety Rating System issues and ensuring these works are managed to completion
- Reporting any safeguarding concerns to the Neighbourhood Teams

Version Date:

Signed off by:

- Work alongside Operations teams to support a programme of regular site inspections to identify repairs, maintenance and property management issues;
- Collaborate with Asset Management teams to help inform cyclical and capital investment programmes;
- To undertake any other reasonable duties as required by the Heads of Service or their nominees, which may include occasional working outside normal working hours;
- Form part of the property services out of hours rota, which is a compulsory part of this role and may require availability on evenings and weekends on a rota basis;

Success metrics:

- Improved satisfaction across your local area;
- High levels of satisfaction with repairs delivered within your local area;
- Value for money and quality in repairs delivered;
- Excellent stakeholder and customer management;
- Reduction in complaint and escalated case volumes;
- Adherence to all regulatory and statutory requirements

About you:

You will be:

- A resident service champion with the passion and drive for excellent customer service
- Accountable, responsible and motivated to do the right thing possibly with an ambition to become a Building Surveyor
- A problem solver, able to work independently at pace and under pressure, but with a strong approach to teamwork and collaboration;

You will have:

- Relevant experience in building pathology
- Experience and skills managing customer relationships to ensure a high level of customer care and satisfaction;
- Strong approach to teamwork and the ability to collaborate and step-up to help the organisation achieve its mission;
- The ability to work independently, exercising good initiative and judgement;
- Excellent written and verbal communication skills;
- Proven time management and prioritisation skills;
- Proven experience and ability to deliver excellent customer care and valuing diversity;
- Proven attention to detail and ability to work on a variety of tasks simultaneously;
- Ability to work under pressure and meet deadlines and targets;
- Knowledge of Health & Safety and other legislation relevant to the role;
- Ability to achieve results and deliver challenging objectives;
- Excellent all round IT skills;
- A valid driving licence and access to your own vehicle is desirable
- DBS check

Qualification required, depending on level:

- Peabody are looking for candidates who have an interest in buildings surveying and would like to pursue this as a career in this area. We are looking for customer focused individuals that Peabody can provide the relevant training for, we have apprenticeship degrees in Building Surveying or similar technical qualification (HND HNC) to offer the successful candidates.