

Job title: Damp and Mould Lead

Line manager: Damp and Mould Team Leader

Grade (if applicable): 4

Direct reports: N/A



Role purpose:

As a Damp and mould lead within our Repairs Team, you will be an integral part of the delivery of Peabody's repairs, maintenance and property services. As part of our centralised support function, you will be working in a busy and responsive environment, requiring you to be adaptable and able to focus on several projects at any one time to improve our repair service for our residents and ensure we are compliant with new legislations related to damp and mould, including Awaab's Law. You will work closely and collaboratively with colleagues, stakeholders and residents across Peabody, driving improvements and offering a first-class service to our residents.

You will be organised, accountable and customer focused, ensuring the services we provide offer value for money, are of good quality and are aligned with our values and objectives, whilst adhering to policy and legislation.

Key results:

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

- Day-to-day responsive and major repairs
- Complaints, Disrepair; damp, mould & condensation; EHO and escalated cases
- Empty Homes / Voids
- Aids & adaptations
- Planned Preventative Maintenance and proactive case management
- Service delivery for repairs managed through the DPS Marketplace
- Planning for the in-house DLO
- Professional property related services

As a Damp and mould lead you will:

- Serve as a resident-facing member of the team, supporting both residents and operational teams in the delivery of repairs—specifically relating to damp and mould.
- Ensure high standards of customer service and stakeholder experience to maximise resident satisfaction.
- Collaborate closely with repairs teams, contractors, and regional property services teams to drive cases through to resolution.
- Ensure full compliance with Awaab's Law by leading the prompt investigation and resolution of damp and mould cases within the legally mandated timeframes, safeguarding residents' health and ensuring regulatory adherence
- Provide support to internal teams in resolving issues that hinder the successful closure of complaints or escalations related to damp and mould.
- Review repair histories to identify breakdowns and contribute to lessons learned for both complaints and repairs teams.
- Take ownership of medium damp and mould cases, including escalations and HHSRS Category 2 issues, liaising with residents through to resolution.
- Attend Peabody's contractor and regional offices as needed, acting as an on-site point of contact for damp and mould cases and promoting collaborative working.
- Carry out any other reasonable duties as directed by the Heads of Service or their representatives, including occasional work outside normal hours and resident visits.

Version Date:

Signed off by:

Success metrics:

- Enhancing resident satisfaction by ensuring timely responses to cases within agreed SLA.
- Ensuring compliance with new regulations and policies related to Awaab's law and damp and mould.
- High satisfaction levels across stakeholders, through consistent and quality service provision.
- Streamlining service delivery to improve efficiency in handling repairs and resolving complaints and escalation cases.
- Excellent stakeholder engagement
- Reducing complaints and escalations by ensuring cases are logged, updated, and managed effectively at every contact point.
- Managing projects within agreed timeframes, providing regular progress updates as required.
- Effective case management, record keeping and efficient resolution processes.

About you:

You will be:

- You will be committed to delivering excellent customer experience – demonstrating reliability, consistency, and empathy in interactions with residents and colleagues.
- Ability to work under pressure; meeting strict deadlines and performance targets with resilience and efficiency.
- Dedicated to continuously improving services for our residents; ensuring high quality and solutions tailored to their needs
- Embrace change with a positive mindset, seeing adaptation as an opportunity to enhance services, performance, and efficiency.
- Policy and procedure focussed; adhering to policies and procedures to maintain compliance and best practices.
- Be open to feedback; encouraging open communication to support ongoing development and improvement.

You will have:

- Excellent attention to detail and ability to work on a variety of tasks simultaneously, moving from one task to another quickly and efficiently;
- Proficient in problem-solving, able to handle complex customer issues while exploring alternative solutions to achieve satisfactory outcomes.
- Demonstrable experience in identifying vulnerabilities; showing empathy and understanding in resident interactions.
- Proven track record of delivering excellent customer experience, ensuring satisfaction and engagement.
- Highly adaptable to change
- Experienced in fast-paced, high-pressure environments, maintaining efficiency and quality under demanding conditions.
- Expert in case management and project coordination, specifically relating to repairs.
- Excellent written and verbal communication skills;
- Ability to work under pressure consistently meeting strict deadlines and performance targets.
- Experienced in handling high-risk and escalation cases, ensuring timely and effective resolutions.
- Strong time management and prioritisation skills
- Proficient in data investigation and reporting, analysing multiple sources for informed decision-making.
- Strong stakeholder management and relationships;
- Comprehensive knowledge of policies, processes, and legislation, ensuring compliance and best practices.
- Experienced IT skills, including high-level expertise in Microsoft Excel and various housing management systems.

- Experience of working in a customer centric environment, consistently striving for high levels of satisfaction.
- Strong team player, open to diverse perspectives and collaborative problem-solving.