# **Role Profile: Proactive Intervention Manager (Disrepair & Damp and Mould)**

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| Who’s in my team? |
| Line Manager (role): | Head of Asset Performance  |
| Level: | B |
| Team:  | Asset Performance Team |
| Business area:  | Asset Management  |
| WHAT’S MY ROLE? |
| Our ultimate ambition is to end the housing crisis in North Kent – that’s yours too. This is a pivotal role within our Proactive Property Intervention function. You will provide operational lead to the effective management and most significantly proactive reduction of disrepair and damp and mould cases within our properties. You will ensure lessons are being learnt from cases and that these are incorporated into our policies and procedures. * To act as Lead Officer, for investigating and defending disrepair/EPA cases, working in conjunction with the legal team to oversee cases relating to the Defective Premises Act, Section 11 of the landlord and Tenant Act and Fitness for Human Habitation Act, and ensure regular review of changes to legislation to ensure mhs’ preparedness.
* Oversee the resolution of a case load of routine, complex and potentially sensitive legal cases, including advice on repair obligations, staff training, and reporting to the Building Safety Task Force and Leadership Group.
* To be responsible for ensuring that all disrepair legal reports, surveys, documentation, data and supporting evidence etc is properly collated in the required formats and presented to legal representatives within required strict timescales.
* To act as Lead Officer for Damp & Mould developing our strategy, data management and handling of cases alongside training and developing staff in the day-to-day management, whilst inputting into the development of improved services and IT.
* Contract management of Pest Control and Out of Hours (OOH) service for Asset teams, liaising across the Asset teams and wider business in management, clear audits trails, performance, reporting and ensuring robust contract management is in place.
* Working collaboratively with colleagues across mhs homes, constantly looking for ways to drive change to improve performance and creatively solve business problems. Embraces organisational wide change.
* Ensuring that our service delivers the best it can for our customers, relentlessly driving both excellent customer service and sound commercial decision making, and taking responsibility for making things happen.

**Because everyone should have a decent home** |
| what AM i ACCOUNTABLE FOR? |
| * To assess and make decisions on the instigation of legal proceedings in relation to the disrepair protocols and to deal quickly and effectively with disrepair cases by gathering all historical and current information together in a logical format from various sources, utilising multiple IT systems efficiently and effectively.
* Adopt creative and analytical thinking skills in making rational and commercial recommendations as to appropriate actions including making assessments of damages for claims and bills of costs for solicitors.
* To maintain clear up-to-date records of all cases, ensuring trends and root causes are identified to drive the proactive approach to reducing disrepair cases and incidents of damp and mould.
* Complaint handler for damp and mould, disrepair and pest cases
* Contracts Manager for consultants and contractors supporting the delivery of the service ensuring KPIs and objectives and being met through regular performance meetings.
* Working collaboratively with colleagues across mhs homes, constantly looking for ways to drive change to improve performance and creatively solve business problems. Embraces organisational wide change.
* To arrange the necessary works, liaising with internal and external stakeholders to ensure works are monitored whilst in progress and on completion to the satisfaction of the customer.
* To maintain a professional relationship with the resident and solicitors at all times to reduce problems arising and to mitigate risk.
* To deliver to tight deadlines and assist in assessing liability and risk, liaising with managers and legal representatives for both sides taking steps to avoid court action. Communicating in a logical, concise and effective manner.
* To act as the contact point between all parties to ensure communication flows between the different parties.
* Support the development of policies and procedures for the effective management of disrepair and damp and mould, ensuring that these are in line with current legislative and regulatory requirements.
* Draft reports for management including risk logs keeping managers aware at all times of the financial risk each case imposes and keep budgetary information on each case ensuring value for money at all times.
* Managing the disrepair budgets and highlighting any risks of overspend to management.
* Lead on customer communications and engagement to help educate customers on preventative measures for pest and damp and mould.
* You will have a one team approach, ensuring that lessons arising from cases are communicated across the operational and delivery teams.
* As a complaint handler, provide responses to complaints within timescales set out in the Housing Ombudsman Service Complaint Handling code, ensuring customers receive high quality, positive responses that put things right where we need to. Ensuring learning from complaints is captured, acted on and embedded in continuous service improvement

Equality, Diversity and Inclusion * Awareness of and sensitivity to a wide range of diverse customer needs, providing tailored and flexible responses and support
* Ensuring compliance with the Equality Act, mhs Policies, procedures and standards relating to EDI
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| what will i bring to the role?  |
| What’s essential:* Experience of disrepair and case management
* An understanding of the fitness for habitation act, housing law and the Landlords and Tenants Act
* Ability to demonstrate a customer focussed approach to identifying solutions to cases.
* Extensive proven experience of working under the disrepair action protocol.
* Ability to work under own initiative, managing competing priorities and problem solve
* Experience communicating with internal and external stakeholders using various media.
* Extensive proven experience of implementing strong performance improvement.
* Experience managing contractors/external service providers.
* Using data to drive improvement across all services for Assets.
* Strong negotiation and influencing skills within a high pressure environment.
* Strong collaborative working skills, able to influence colleagues around the business
* Skills that will help mhs embed a learning culture
* Strong people management
* Knowledge of damp and mould, building construction
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| **BUDGETARY RESPONSIBILITIES:** |
| Headcount: | 7  |
| Financial (operational / capital): | TBC |
| Other, if applicable:  |  |
| **ESSENTIAL QUALIFICATIONS:** |
| * Good Standard of general education
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