

Repairs Inspector Operations

Overview	
Role Purpose	Improving Customers homes so they love where they live is at the core of the department who work together with the NHG Businesses to achieve the best outcome for the customer.
Responsible for	<ul style="list-style-type: none"> As an Repairs Inspector your main function will be to support the Asset Operations Manager (AOM) and Housing Teams to deliver responsive repairs and project work to customers in their homes, carrying out pre, post, quality and audit inspections. You will lead on the delivery of Voids for the region. Preparing specifications, managing void contractors and liaising with colleagues in Housing. You will ensure all voids are delivered on time, to a good quality and represent value for Monday
Reports to	Assets Lead / Senior Building Surveyor
Line management	None
Tier	9
Expectation Level	Colleague
Role relationships	
Internal	<ul style="list-style-type: none"> Manage relationships with colleagues across NHG, who are involved in, or impacted by Asset's service delivery Manage relationships with Senior Managers, up to Executive Director Level, in relation to these services. Especially Housing, Finance, Planning other internal delivery methods i.e. DLO, M&E, compliance and Building Safety Team.
External	<ul style="list-style-type: none"> Manage external parties/contractors involved in the delivery of Asset Management and delivery contracts.

Role accountabilities
<ol style="list-style-type: none"> As part of the local Repairs team, build good working relationships with housing management and contractors. Alongside the AOM address any contract issues quickly and effectively. Assist the AOM and Surveyors in the management of responsive repairs and planned maintenance programmes to support the client and develop Provide a simple and straightforward diagnosis for reactive repairs. Preparing reports in clear English with recommendations and specifications.

Role accountabilities

4. Manage a pre-inspection regime for reactive repairs or variations that meets audit requirements and is cost effective.
5. Manage a post-inspection regime for the region, ensuring that works are carried out to a good standard and taking ownership where works are not to a good standard and seen through to successful conclusion.
6. Manage an invoice audit regime to meet requirements, ensuring that invoices are accurate and where they are not, formally take up with contractors and ensure credit notes are supplied. Feedback to AOM on any trends.
7. Support the preparation of overall stock condition plans or undertaking local surveys for reactive repairs or planned works.
8. Ensure void inspections are carried out in line with the NHG lettable standard, in collaboration with NHG framework contractors producing and agreeing working specifications.
9. Responsible for inspecting, monitoring, ensuring quality of works, within the regional void portfolio, Ensure that all void KPI's are met in line with NHG processes and procedures.
10. Responsible for void spend, in line with budgets set out, ensuring that costs are allocated to the correct budgetary areas. Ensuring that void works represent value for money.
11. Ensure void works are being carried out in a manner conducive with Health and safety regulations and always being aware of your own Health and Safety status.
12. Assist with the monitoring of agreed performance indicators for both contractors and consultants. Initiate improvements required.
13. Attend contractor meetings with Surveyors and/or AOM.
14. Any other duties as requested by the AOM where required.

GENERAL

15. At all times follow the financial regulations, policies and procedures at NHH.
16. At all times follow NHG's Health and Safety policy and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Essential

Desirable

<ul style="list-style-type: none"> • Experience of working within the repairs arena, carrying out pre, post, audit and quality inspections • Experience within the voids arena, formulating specifications and managing contractors • Experience of writing technical reports 	<ul style="list-style-type: none"> • DEA / FRA assessor trained (Desirable) •
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> • Good IT skills including Microsoft Office, particularly Word, Outlook and Excel. 	
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Good understanding of the relevant legislation, statutory and regulatory requirements. 	
Qualifications and/or professional membership	
Essential	Desirable
	Recognised HND technical qualification e.g. building surveying or member of CIOB (Desirable)

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **Colleague** expectation level and therefore you should refer to the **Colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding

Any appointment to this post is conditional upon and subject to:

- Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)