

## What's it all about

As a Repairs Inspector, you will provide support to ensure all our repairs adhere to the perfect journey, that our residents need only ask once, and we fix failure fast when exception cases occur.

The role goes beyond reporting what has happened and puts our residents at the heart of what we do, maintain and caring for our homes and, collaborating with colleagues to achieve the best outcomes for our residents.

## How you'll make a difference

- Ensuring our contractors and suppliers are providing a consistently high-quality repairs service that delivers against the six customer priorities in the customer strategy.
- A trusted and reliable NHG presence, making sure all visits and inspections are completed on time .
- Delivering well cared for homes and places where residents feel safe and a sense of pride through top class contract management.
- A responsive service, where staff and resident queries and complaints are actioned thoroughly, timely and learnings are taken from feedback.
- Recommend, oversee and develop a best in class reporting repairs processes and policies to meet our targets and fix failure fast.

## How you'll do it

### Operational

- Assist the Regional Repair Lead, Surveyors and Local Officers in the management of responsive repairs, kitchen and bathroom as well as planned and cyclical referrals.
- Provide a simple and straightforward diagnosis for reactive repairs, preparing reports in clear, easy to understand terms, along with specifications and recommendations.
- Continually monitor the quality and success of all responsive repairs, using data, analysis and

insight to instigate appropriate improvements and recommendations.

- Manage a post inspection regime for your patch, 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.
- Manage an audit/oversight regime for repairs, checking contractors are complying with H&S obligations and following our code of conduct.
- Provide oversight and controls of repair order variations and escalations to ensure costs are fair and accurate and trends and concerns addressed with contractors and our contract management team.
- Support the preparation of overall stock condition inspections or undertaking local initial surveys for reactive or planned works.
- Work with all stakeholders and contractors to ensure all KPI's are met and processes and procedure are adhered to.
- Raise the profile of performance across the directorate, supporting colleagues to engage with, and understand repair process.
- Collaborate across Operations in sharing information on repairs performance, identifying reasons for over/under performance and recommending actions to be taken.
- Contribute to the implementation of effective repair monitoring systems and process, ensuring they are supported by quality analysis and reporting.
- Ensure works are being carried out in a manner conducive with Health & Safety regulations and always being aware of your own Health & Safety status.
- Develop a good understanding of the profile of properties within your patch, the contractors who service these and the colleagues you support.



Working better together  
for our residents

- Provide technical expertise to support colleagues in delivering a best in class repairs service
- Contribute to the operational risk management activities within your team and the broader directorate.
- Assist with the monitoring of agreed performance indicators across contractors and consultants, and initiate improvements as required.
- Attend contractor meetings, as required.

#### **General**

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure you follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others.

#### **Cross organisational working**

- Foster effective working with the Operational, Assets and Places & Estates teams, along with in house and external contractors to ensure properties and places are well maintained now and in the future.
- Ensure you act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes
- Work with Central Services teams (HR, IT, etc) to develop strategies to improve service quality and delivery

## **All about you**

### **Behaviours for success**

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at staff level.

### **Essential knowledge, experience and skills**

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

#### **Essential**

- Experience of working within the repairs sector, carrying out pre, post audit and quality inspections
- Experience in formulating specifications, managing schedules of works and technical diagnosis
- Experience of contractor management
- Experience of writing and disseminating technical reports
- Good understanding of the relevant legislation, statutory and regulatory requirements

#### **Desired**

- DEA/FRA assessor trained
- Recognised HND technical qualification eg. building surveying or member CIOB