



Working better together  
for our residents

# CDM Operations Manager

## > Operations > Repairs

### What's it all about

As our CDM Operations Manager, you will lead the organisation's operational approach to Condensation, Damp and Mould (CDM) issues. You will manage your team to action and resolve all reported cases of damp and mould. The role will ensure our compliance as an organisation with Awaab's Law and all regulatory requirements, overseeing case progression from first report to resolution. You will also work closely with our Data and IT colleagues to learn from cases and proactively target jeopardy cases.

You will work closely and collaboratively with colleagues and stakeholders across NHG and external partners to offer a best-in-class service to our residents. You will be an integral contributor to the development and implementation of our Repairs strategy and will lead the transformation of your service.

Ensuring compliance with regulatory requirements.

### How you'll make a difference

- Delivering a responsive CDM service that meets the requirements of Awaab's Law. Ensure CDM cases are triaged, investigated and resolutions agreed in line with legal timescales. Improve our resident experience, and use cases to instigate improvement through learnings
- You will lead on providing consistently high-quality repairs & maintenance services that deliver against the six customer priorities in the Customer Strategy
- Working through others to ensure we provide a visible NHG presence, making sure all repairs and inspections are completed on time
- Utilising data, insight and local knowledge to support NHG proactively manage and reduce CDM cases, supporting us to provide safe homes and improve our repair standards.
- Ensure compliance with relevant statutory and regulatory requirements, including a good understanding of Building Safety Act, Health and Safety compliance within NHG's policies and procedures, and financial regulations.

### How you'll do it

#### Leadership

- Provide operational leadership for all CDM-related processes across Notting Hill Genesis.
- Lead, motivate, and develop the CDM team to deliver high performance, positive outcomes and excellent customer service.
- Act as the subject matter expert on CDM, providing guidance, training, and assurance across the organisation. Use data to support data led decision making.
- Establish and maintain a culture of service improvement and accountability, supporting staff to deliver change projects to meet developing and evolving customer needs.
- Form strong, collaborative relationships with our colleagues across all NHG directorates, along with our Customers, Contractors, Local Authority Partners and external committees.
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place. Ensure every member of staff has a clear objective and learning plan
- Maintain up to date knowledge of housing legislation and best practice and continuously develop your professional capabilities
- Be the accountable person for Damp and Mould in line with duty holder responsibilities outlined in Awaab's Law.

#### Operational Management

- Ensure all damp and mould cases and works are delivered to the required standards, within statutory timescales and contractual obligations. Ensure data is captured accurately and systems are up to date.



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- Deliver special improvement projects (ie Damp & Mould remediation) to mitigate high risk repair cases
- Establish and monitor KPIs relating to CDM, including time to triage, time to inspect, time to start and complete works, customer satisfaction, and recurrence rates
- Oversee CDM management across all regions and tenures, bringing together central reporting and aligning approaches to deliver high quality homes for our residents.
- Develop and maintain clear policies, procedures and guidance for all NHG staff to ensure consistency in our approach and retention of accurate records of case handling, inspections, works orders and resident engagement.
- Analyse case trends and contractor performance to identify systemic issues and prevent reoccurrence.
- Work with Contractors to deliver services which our customer focused. Ensure regular self-assessment of our approach and policy is completed and recorded in line with Regulator of Social Housing requirements and Housing Ombudsman expectations.
- Embed learning from works undertaken, complaints, legal cases, and resident feedback into continuous improvement plans.
- Work with IT and Developer colleagues to propose and introduce systems enhancement that delivers continuous improvement. Promote the use of IOT devices to collect data to support enhancing service delivery.
- Ensure full compliance with Awaab's Law and associated regulations, including mandatory timescales for inspection, reporting and remedial action.
- Monitor and report on compliance performance, providing assurance to Senior Leadership team, Executive Board and external bodies.

- Promote a resident centric approach across your teams and the broader directorate to improve customer satisfaction
- Help operational colleagues re-align processes and procedures to minimise service failure, supporting the delivery of Better Together
- Develop, direct and implement a comprehensive risk management programme for the reduction of damp and mould. Report risks and issues to the Head of Service and Director of Repairs as needed

#### **General**

- Ensure you and your teams follow the financial regulations, policies and procedures at NHG
- Ensure you and your teams follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business

#### **Cross organisational working**

- Work collaboratively with colleagues in Housing Management, Asset Management, Health & Safety, and Resident Engagement teams to deliver joined-up solutions.
- Ensure clear, empathetic communication with residents, supporting them throughout the case journey
- Ensure your team 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



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## All about you

### Behaviours for success

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **manager** level.

This is a people manager role. Please [refer to our people manager standards](#).

### Essential knowledge, experience and skills

#### Knowledge & Experience

- In-depth understanding of Awaab's Law, housing regulation, and health and safety requirements relating to condensation, damp, and mould.
- Strong People Management experience
- Strong track record in housing repairs, maintenance, or asset management at a senior level.
- Ability to demonstrate strong commercial acumen
- Demonstrable experience of managing contractors and holding them to account.
- Experience of designing and delivering process improvements and utilising IT to support efficient service delivery and deliver with measurable outcomes.
- Proven ability to analyse performance data, spot trends, and implement preventative measures.

#### Skills & Abilities

- Strong leadership skills with the ability to motivate and develop teams.

- Excellent communication and influencing skills, able to engage confidently with residents, contractors, executives, and regulators.
- Ability to balance strategic oversight with operational detail.
- Ability to harness IT to support excellent service delivery
- Strong problem-solving and decision-making skills under pressure.
- Commitment to continuous improvement, innovation, and customer service.

#### Qualifications

- Degree-level qualification in Building Surveying or Construction Management L6 Essential
- Significant management experience in housing, asset management, construction.
- Equivalent: Professional housing or property management qualification (e.g., CIH, RICS, CIOB) desirable.
- Health & Safety training/qualification – CITB Site Safety plus SMSTS current certification.