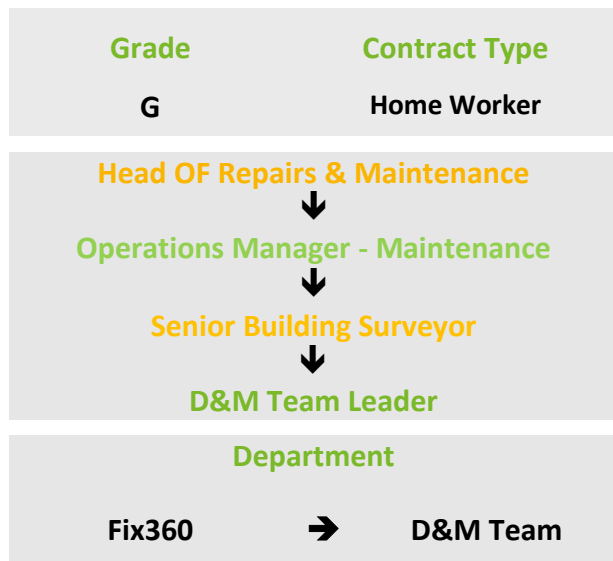


D&M Triaging Team Leader



Role Overview

Delivery of a customer focused, accurate, timely and efficient service providing diagnosis and management of damp and mould related issues including liaison with colleagues contractors and stakeholders for Your Housing Group’s domestic and commercial properties.

RESPONSIBILITIES

- Responsible for supporting and managing members of the damp and mould triaging team.
- Work with the Group’s internal departments, inhouse and external contractors and third parties to ensure any operational difficulties are resolved efficiently and effectively.
- Take responsibility for the management and delivery of an efficient and effective Damp and Mould triaging service. This includes triaging reports of damp and mould, liaising with Building Surveyors, contract supervisors and generally colleagues across the business.
- Producing and analysing a suite of performance data for both the triaging team, Building Surveyors and operational delivery team.
- Support the Building Surveyors with the effective management of contractors and suppliers, ensuring that repair & maintenance items are undertaken to the correct specification, the right quality on budget and within the required timescales.
- Effectively manage risk, identify, and report any issues/breaches relation to health & safety and to actively promote a safe working environment for all.
- Work proactively to minimise complaints or disrepair cases in the first instance and liaise with the Complaints Resolution and Legal Disrepair Teams on an going cases.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

Our values



Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.



Caring
We show kindness and consideration to our customers and each other.



Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

- ✓ Ambitious, driven, enthusiastic with an appetite to develop & learn
- ✓ Self-motivated with excellent attention to detail
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Proficient in the use of IT systems
- ✓ Strong problem-solving skills with the ability to apply technical knowledge to resolve practical issues
- ✓ Ability to work autonomously with minimal supervision

ESSENTIAL REQUIREMENTS

- ✓ An understanding of building defects, diagnosis and required corrective action.
- ✓ A proven track record of performance managing a team of individuals.
- ✓ Experience of agreeing, setting and monitoring performance targets.

BENEFICIAL TO THE ROLE

- ✓ Experience of supporting the management or delivery of asset maintenance contracts
- ✓ An understanding of Health & Safety & compliance issues in relation to building services and construction
- ✓ Use of a vehicle
- ✓ Full UK Driving License
- ✓ Awareness of the requirements and regulations facing social housing providers relating to asset management, particularly damp and mould
- ✓ Some experience of using CRM, housing management and contractor systems