

ROLE PROFILE

Job Title: Minor Works Inspector	Role Reports to: Minor Works Contract Supervisor	Business Function: Delivery	Evaluated Tier:
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<p>Job Purpose:</p> <p>To support the Minor Works Contract Supervisor in the effective delivery of minor works through accurately diagnosing and producing timely survey findings relating to all repairs and maintenance activities to YHG housing stock. Other key elements of the role will include undertaking H&S audits, scaffold inspections, general H&S compliance and completing quality assurance assessments.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • H&S Knowledge • General Construction Knowledge • Customer focus • Cost Awareness • Excellent Communicator • Innovative • Results Focus • Problem Solving & Decision Making
<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Prioritising H&S at the forefront of all operations by ensure all activities meet with requirements for quality management and health and safety, seeking further advice when required. 2. Ensure compliance with all relevant H&S legislation through completion of site inspections, scaffold inspections, H&S audits and plant and equipment checks. 3. Deliver a high-quality service by providing clear and accurate inspection results relating to general repairs and maintenance activities to support 	

the wider objectives of the team.

4. Ensure all works information i.e. photographs, material requirements, plant and equipment are identified and recorded through the Company's ITC systems.
5. Ensure works can be completed to the required standard, timescales and budget, ensuring adherence with regulatory and statutory requirements and Fix360 policies and procedures.
6. Continually strive to improve customer satisfaction and reducing customer complaints by implementing corrective action where required.
7. Undertake quality assurance inspections, ensuring outcomes are recorded accurately and shortfalls in quality and compliance standards are identified and addressed effectively.
8. Manage relationships with all construction operatives, customers and other key stakeholders to ensure Fix360's ongoing effective service delivery for the Group.
9. Ensure accurate records are maintained using appropriate systems and databases, ensuring the integrity and quality of data, to enable regular analysis to be carried out and reporting to be completed as required.
10. Provide accurate and timely information to key stakeholders to support performance reviews and decision making.
11. Ensure enquiries are dealt with effectively, providing clear, supportive and accurate advice or signposting as appropriate and escalating complaints via the appropriate channels.
12. Manage internal and external stakeholders effectively, including colleagues and customers providing advice and support and building constructive working relationships as appropriate.
13. Monitor the performance of Subcontractors, providing feedback to ensure a quality service is provided and any underperformance is addressed appropriately.
14. Work collaboratively with the Fix360 management team to ensure effective delivery of the wider service.
15. Lead for Equality and Diversity within your team, including Mental Health awareness, ensuring effective communications of, and compliance with,

Fix360's policies and standards.

16. Ensure that all data protection requirements are met in accordance with Fix360's policy, procedures and statutory requirements.

	Essential	Desirable
Knowledge	<p>In-depth understanding of the National Housing Federation (NHF) Schedule of Rates for Building Works.</p> <p>Knowledge of the Housing Health and Safety Rating System (HHSRS).</p> <p>Knowledge of asbestos, legionella, building regulations, fire regulations, health and safety regulations and carrying out risk assessments within a housing environment.</p> <p>In-depth knowledge of building regulations and disrepair legislation.</p>	<p>Knowledge of Housing Management ICT systems e.g. Accuserve/ Opti-time</p>
Skills	<p>Ability to Identify, build, monitor and maintain constructive relationships with teams and stakeholders.</p> <p>Encouraging communication and willingness to share knowledge and information.</p> <p>Ability to drive continuous improvement in</p>	

	<p>operational service improvements.</p> <p>Ability to show initiative and propose solutions to issues identified.</p> <p>Effective stakeholder management, both internally and external to the organisation, including the ability to successfully persuade and influence others.</p> <p>Evidence of using sound judgement when making effective decisions.</p> <p>Results driven with strong analytical skills, and experience of providing meaningful inspection information.</p> <p>Commercially aware with a focus on continuous improvement and the ability to drive change.</p> <p>Customer focused with excellent communication skills, both verbal and written, with the ability to work at all levels within the business.</p> <p>Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities.</p>	
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	Proficient in the use of Microsoft Office.	
Experience	<p>Experience in the building industry, ideally working within a customer focussed housing repair and maintenance team.</p> <p>Proven track record of identifying items of disrepair and an understanding of building maintenance terminology and necessary repairs and maintenance activities.</p>	
Qualifications/Education	Relevant trade qualifications – SMSTS, First Aid, CSCS Managers.	<p>Relevant building, maintenance, compliance or facilities management qualification e.g. HNC in Building, or equivalent.</p> <p>Relevant health and safety qualification e.g. IOSH, or equivalent.</p> <p>Relevant professional qualification.</p>

People Management Responsibility?	Instilling teamwork, responsiveness, commercial and social thinking
Budgetary Responsibility?	Financially Aware

Key Relationships (internal/external)	<p>Internal</p> <ul style="list-style-type: none"> • Contract Managers • Scheduling Manager and team • Minor Works Contract Supervisor • H&S Advisor • Functional Managers • All construction operatives <p>Connected</p> <ul style="list-style-type: none"> • Client Representative • Approved Sub-Contractors • Contact Centre personnel • Key trade suppliers and subcontractors
<p>There will be the requirement to travel to other locations to effectively perform this role.</p> <p>The role will be exposed to sensitive information, therefore the role holder is expected to maintain levels of confidentiality at all times.</p> <p>In order to fulfil the requirements of this role, you will be required to work flexibly during the hours of operation.</p> <p>It is a requirement that the role holder holds a current, valid UK driving licence.</p> <p>The role holder is expected to be committed to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.</p> <p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Fix360 on behalf of Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.</p>	

As a Fix360 employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.



Key Role Performance Indicators

General KPIs

1. Delivery of scaffold inspections
2. Delivery of site specific audits
3. General H&S compliance
4. Accuracy of inspection information and findings.

Operational KPIs

1. Average number of jobs per day
2. Percentage of job variations follow inspections
3. Percentage no access rates and recalls
4. Customer complaints/Customer compliments received
5. Percentage recalls and "follow-ons"
6. Near misses reported
7. Downtime/productive time
8. H&S compliance checks
9. Cost reduction targets
10. Customer satisfaction survey results



Date Role Profile Created/Updated:			
Signed By	Print Name	Job Title	Date
	HR Director Signature	Print Name	Date