



Job Profile

JOB TITLE:	Lead Multi-trade Operative – Damp and Mould
GRADE:	SO2
POST NO:	30107
JOB TIER:	
DBS CHECK:	Enhanced
GROUP:	Residents Services
SERVICE:	Repairs

REPORTING STRUCTURE

Reports to:	Senior Planner & Contracts Co-Ordinator
Direct Reports:	none
Indirect Reports:	none

Note: This JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

ROLE PURPOSE:

Reporting to the Team Leader (Repairs North or South), the post holder is responsible for leading the investigation, diagnosis, remediation and resolution of damp, mould and condensation (DMC) cases across the Council's housing stock.

The post holder will ensure that all cases are managed in accordance with the Council's Damp and Mould Policy, Awaab's Law requirements, Housing Health and Safety Rating System (HHSRS), the Social Housing (Regulation) Act 2023 and Housing Ombudsman recommendations.

The role focuses on identifying and addressing root causes of damp and mould, protecting residents from potential health hazards and ensuring statutory compliance through accurate diagnosis, effective remediation, timely intervention and robust record keeping.

This includes:

- Inspecting and identifying the causes of all issues raised by residents specifically damp, mould, and condensation, specifying appropriate remedial work, and managing these issues to completion.
- Responsible for ensuring damp and mould hazards are appropriately risk assessed, prioritised and escalated where vulnerable residents, significant health risks or Category 1 hazards are identified.
- Responsible for ensuring accurate property condition information, photographs, risk assessments and repair outcomes are recorded to support compliance monitoring, performance reporting and legal obligations.
- To quality assure the work of the operatives and contractors, focussing on resident's satisfaction, quality of workmanship, health and safety on site and time taken to complete the repair.
- Responsible for identifying the root cause of DMC including any faults and specifying the correct remedial work.
- Accountable for doing the work right first time and ensuring that the resident is satisfied with the visit.
- Responsible for the proper use and safekeeping of vehicles, plant, tools and materials.
- Responsible for carrying out work safely.

Job Description

1. People Management

- Support the day-to-day supervision of the Multi-trade Operatives and contractors and in induction and training of peers and new employees, and on the job training of apprentices.
- Overseeing the quality and programme of works delivered by third party contractors.
- Deputise for Team Leader as required.

2. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

3. Operational Service Delivery

- Liaise with the Repairs Planner, Operatives and the customer to arrange and carry out repairs work, and for any follow-on work required to resolve issues identified.
- Oversee the quality assurance of all repairs works and programmes
- Dispose of unwanted materials and debris, and leave the site clean and tidy, whilst considering wider waste management issues across the team.

Service delivery duties

- Investigate all reported repairs and damp and mould cases, undertaking root cause analysis to identify structural, environmental, mechanical or operational causes and specify appropriate remedial actions.
- Make repair and replace decisions using repairs policy and standards to decide the extent of work required to remedy the fault.
- Carry out the trade work you attend.

- Carry out associated and ancillary work to your trade necessary to ensure the repair is completed in a single visit, such as decorating new work and making good decorations, repairing plaster and render in localised areas, fitting plasterboard to walls and ceilings, laying insulation, removing and refitting WC pan, pedestal to basin and the like, removing and refitting sink top, taps, waste and the like, patching wall and floor tiles, providing glazed tile splash backs and applying sealant.
- Move or protect furniture, fittings, appliances, electrical goods, curtain, floor coverings and the like and replacing on completion.
- Carry out work safely without undue risk to yourself or to others.

Regulatory Compliance and Damp & Mould Management

- Undertake comprehensive investigations into damp, mould and condensation reports, identifying underlying building defects, environmental factors and occupancy related issues contributing to the problem.
- Ensure all damp and mould cases are managed in accordance with statutory and corporate timescales.
- Identify and escalate cases involving vulnerable residents, including those with known medical conditions, disabilities, young children or older persons.
- Carry out property risk assessments and identify hazards in accordance with the Housing Health and Safety Rating System (HHSRS).
- Ensure residents receive clear advice regarding the investigations undertaken, findings identified and any remedial actions proposed.
- Collaborate with Compliance, Tenancy Management, Planned Works, Building Safety and external specialists where required to achieve a sustainable resolution.
- Support legal disrepair, Ombudsman investigations and regulatory enquiries by providing technical information, records and professional evidence.
- Monitor repeat cases and identify trends, recurring defects and opportunities for preventative investment programmes.

Quality related duties

- Oversee work with due regard for quality, productivity, resident safety and statutory compliance, ensuring repairs are completed in accordance with Council standards, relevant legislation and regulatory expectations.
- Check the quality of your own and colleagues' work

- Support and liaise with Team Leader, office and other trades to ensure satisfactory completion of the repair
- Undertake post-inspections of damp and mould works to verify that root causes have been addressed and that repairs provide a sustainable long-term solution.
- Ensure evidence based decision making through the use of photographs, inspection notes, moisture readings and property condition records.
- Challenge poor quality work and ensure corrective action is implemented where standards are not achieved.

Administrative duties

- Accurately record work time, materials and plant used in the execution of the repair(s).
- Complete paperwork as directed and provide basic reports as required, maintaining records and documentation as instructed by Team Leader
- Use a PDA or other electronic equipment as required
- Maintain accurate inspection records, photographs, risk assessments, moisture readings and case notes within corporate systems.
- Record regulatory compliance information and performance data required for monitoring damp and mould cases and Awaab's Law compliance.
- Ensure resident contacts and outcomes are recorded in sufficient detail to withstand scrutiny from regulators, Ombudsman investigations and legal proceedings.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Support the continuous development of damp and mould processes, policies and procedures in response to legislative changes, regulatory expectations and sector best practice.
- Contribute to service improvement initiatives aimed at reducing repeat damp and mould cases and improving resident outcomes.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- Ascertain the materials and plant required and requests these from the supply's buyer, or source the materials and plant through agreement with Team Leader.
- Maintain and be accountable for materials stored on your vehicle
- Store and make safe use of plant and equipment issued to you
- Look after your vehicle, carry a daily vehicle safety check and record this.

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Primary contact will be with tenants and leaseholders and other officers within the Council.
- Suppliers and contractor representatives.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed PADA objectives.

Damp and Mould Performance Measures

- Compliance with statutory damp and mould response times.
- Percentage of cases resolved first time.

- Number of repeat damp and mould cases.
- Post-inspection quality pass rates.
- Resident satisfaction with damp and mould service.
- Accuracy and completeness of case records.
- Compliance with HHSRS and Awaab's Law requirements.
- Reduction in unresolved damp and mould cases.

B . P e r s o n S p e c i f i c a t i o n

Lead Multi Trade Operative

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this

1. QUALIFICATIONS	ESSENTIAL ☐	DESIRABLE ☐
Trade apprenticeship and / or formal qualification such as (ideally advanced), NVQ level 2 or	☐	
equivalent,		☐
Level 3 Award in Damp and Mould Assessment (or equivalent)		☐
Housing Health and Safety Rating System (HHSRS) qualification training		☐
BOHS P402 / P405 or equivalent property inspection qualification		☐
CIH Housing qualification		☐
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ☐	DESIRABLE ☐
Current CSCS card	☐	
Current UK driving	☐	
Physically fit, capable of manual handling within guidelines, distances, carrying tools, materials & plant.	☐	
Ability to work flexibly to meet the needs of the service, which will occasional working beyond contracted	☐	
hours.	ESSENTIAL ☐	DESIRABLE ☐
2 years experience of working as professional tradesman and performing related ancillary work.	☐	
Experience of supervising multi trade		☐
Experience of diagnosing and resolving damp, mould and cases within domestic housing.	☐	
Experience of undertaking property inspections and identifying defects.	☐	
Experience of working within a social housing repairs environment.	☐	
Experience of maintaining accurate electronic records and evidence.	☐	
Experience of dealing with Housing Ombudsman complaints, matters or regulatory investigations.		☐
Experience of applying HHSRS principles and risk methodologies.		☐
4. KNOWLEDGE & SKILLS	ESSENTIAL ☐	DESIRABLE ☐
Ability to oversee multi trade operatives and quality assure	☐	

Ability to co-ordinate the efficient delivery of	□	
Capable of working at heights and of using ladders	□	
Demonstrates an ability to work calmly and systematically even under pressure.	□	
Demonstrate effective problem / fault solving to make correct	□	
Self motivated & able to work with minimal direct supervision, issues of concern to Team Leader as appropriate.	□	
Possess a thorough knowledge of health & safety requirements experience of safe working systems, through work experience or a relevant qualification.	□	
Working knowledge of Awaab's Law and associated damp and requirements.	□	
Understanding of the Housing Health and Safety Rating System (HHSRS).	□	
Understanding of the Social Housing (Regulation) Act and Standards.	□	
Ability to identify building pathology issues associated with damp penetration, rising damp, condensation, ventilation failures and thermal bridging.	□	
Ability to assess risk and prioritise cases involving vulnerable residents.	□	
Ability to use mobile technology and housing management systems record inspection outcomes and compliance information.	□	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes,	□	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	□	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can	□	
Communication Demonstrates well developed written and verbal communication skills; and of different audiences.	□	
Customer Care Develops contacts and relationships with customer/ client groups, regularly service provision.	□	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge promoting and supporting developmental opportunities to improve performance.	□	