

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**DISREPAIR OFFICER**

**APRIL 2025**

## Job Description

<b>Job Title:</b>	Disrepair Officer
<b>Service Area:</b>	Asset Management
<b>Function:</b>	Asset Management
<b>Team:</b>	Repairs & Maintenance
<b>Post number:</b>	HO0233
<b>Grade:</b>	LBR 9
<b>Hours/weeks:</b> E.g. 36 hours/52.14 weeks	36 Hours per week
<b>Base location:</b>	The Orchards Housing Office Broadmead Road, IG8,
<b>Reports to:</b> Job title	Specialist Maintenance Manager
<b>Responsible for:</b> Job titles of direct reports	None
<b>Role purpose and role dimensions:</b>	To support the Specialist Maintenance Manager by providing legal support for all cases relating to complex cases ensuring that they are handled effectively and in line with protocol, limiting the risk of costs and litigation for the Council

<b>Overview of the job</b>	<ul style="list-style-type: none"> <li>• Reporting to the Specialist Maintenance Manager the post holder will be responsible for providing comprehensive support and administering all legal requirements in relation to complex cases being managed by the team.</li> <li>• Compliance &amp; Administration – Ensure adherence to housing legislation, maintain accurate financial and case records, and contribute to continuous improvement initiatives.</li> <li>• Coordinate with the Specialist Maintenance Co-ordinator in respect of property inspections and remedial works in response to disrepair claims.</li> <li>• Prepare and submit documentation to support legal proceedings related to disrepair cases.</li> <li>• Support the Specialist Maintenance Manager in tracking key performance indicators (KPIs) and preparing reports for senior management.</li> <li>• Contribute to the continuous improvement of processes and procedures.</li> <li>• To assist both the Civil Litigation and Asset Management with any other relevant caseload</li> <li>• To give legal advice and guidance on the interpretation of legislation to the team.</li> <li>• To provide advice for, and to assist in, the preparation of procedures, policies and workflow diagrams for Asset Management civil litigation.</li> <li>• The postholder will have practical experience in using the Microsoft suite of applications.</li> <li>• To ensure all duties, payment, aggro and monthly KPI reporting</li> <li>• Attend meeting with contractors to review progress of cases.</li> <li>• Monthly PPA processing for payment</li> <li>• Assist with providing responses to complaints and queries relating to complex cases.</li> <li>• To ensure all documentation is recorded and held in line with legislation and best practice</li> <li>• Prepare and submit documentation to support legal proceedings related to complex cases.</li> </ul>
<b>To effectively support and administer Redbridge’s Specialist Maintenance Service</b>	<ul style="list-style-type: none"> <li>• To provide reports on the status of legal complex cases; actioning or escalating any areas of potential risk.</li> <li>• To monitor complex cases through to completion.</li> <li>• Support the Specialist Maintenance Manager in their role as the teams’ legal advisory lead, providing advice and expertise.</li> </ul>
<b>To monitor and administer data quality and integrity.</b>	<ul style="list-style-type: none"> <li>• Ensure the integrity and quality of data retained in relation to relevant contracts.</li> <li>• Assist with all aspects contract management for the range of serving and maintenance contracts supporting the work of the Specialist Maintenance Team.</li> </ul>
<b>Key external contacts: Organisations</b>	<ul style="list-style-type: none"> <li>• External contractors, consultants and suppliers.</li> </ul>
<b>Key internal contacts: Job titles or groups of staff</b>	<ul style="list-style-type: none"> <li>• Housing Management, Property Services, Asset Management Team, Finance Team, Temporary Accommodation Team.</li> </ul>

<p><b>Financial dimensions:</b>  <b>Budgetary responsibility &amp; amount.</b>  Equipment, cash, property etc. for which employee is responsible.</p>	<ul style="list-style-type: none"> <li>• No specific budget management responsibility but will support the Specialist Maintenance Service Manager with reporting on spend and contracts.</li> <li>• To contribute to the Specialist Maintenance Service Manager’s annual preparation of the Disrepair budget.</li> </ul>
<p><b>Key areas for decision making:</b></p>	<ul style="list-style-type: none"> <li>• Authorisation of works up to an individual value of £500.</li> </ul>
<p><b>Other considerations:</b>  E.g. working patterns</p>	<ul style="list-style-type: none"> <li>• To work 36 hours per week.</li> <li>• For certain tasks the post holder may be exposed to disagreeable or unpleasant working conditions abusive customers, dirt, inclement weather.</li> </ul>

<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
<b>Line Management</b>	There are no line management requirements.
<b>Performance Management</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Prepare, collate and submitting of key performance indicator (KPI) data associated to the team when needed.</li> <li>• Plan and prioritise own work activities to meet desired objectives, adjusting priorities as necessary to accommodate new pressures/frequent changes in circumstances understanding any relevant statutory timescales that are required.</li> <li>• Remain fully up to date with all latest legislation, governance and regulations relevant to the role, ensuring any changes are notified to the Service Manager, and implement necessary updates/changes.</li> </ul>
<b>Risk Management</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• The post holder ensuring that all statutory and industry requirements &amp; timescales are properly adhered to.</li> </ul>
<b>Contract Management</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Assist with all aspects of contract management for the range of contracts supporting the work of the Specialist Maintenance Team.</li> <li>• Assisting the Specialist Maintenance Service Manager and other colleagues with the programming and procurement of framework contracts.</li> </ul>
<b>Knowledge &amp; Health &amp; Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality &amp; Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.</li> </ul>
<b>Procurement &amp; Relationships &amp; Contracts</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• The post holder will work closely with partners both internal and external to deliver a first-class service (examples include Housing, Contractors and Corporate Finance teams).</li> <li>• The post holder will be committed to the wider equality agenda and adhere to the Councils Equal Opportunity goals.</li> </ul>
<b>Budget Monitoring</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Authorisation of works up to an individual value of £500.</li> <li>• No specific budget management responsibility but will support the Specialist Maintenance Service Manager with reporting on spend and contracts.</li> </ul>
<b>Liaison with Key Stakeholders.</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• To represent the service area delegating at key events on behalf of the Specialist Maintenance Service Manager when required.</li> </ul>
<b>Professional and Technical</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• A good understanding of Disrepair, familiarity with housing disrepair legislation, including the Housing Act and Landlord and Tenant Act and Decent Homes Standards and Awaab's Law.</li> </ul>
<b>Green Statement</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>

Data Protection/Confidentiality	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>• Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures.</li> <li>• Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
Conduct and Whistleblowing	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
Safer Working	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check, and references will be taken up prior to interview.</li> </ul>
Equalities	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
Customer Care	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
Health and Safety	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
To contribute as an effective and collaborative member of the team	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>• Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>• Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
Flexibility	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and your competence.</li> </ul>

## Person Specification

<b>Job Title:</b>	Disrepair Officer – Specialist Cases		
<b><i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i></b>		A - I - T	Weighting
<b>Minimum education/ qualifications:</b>	Educated to at least GCSE level in at least 5 subjects including mathematics and English	A/I	3
	LLB Degree or equivalent	A/I	3
	Familiarity with housing disrepair legislation, including the Housing Act and Landlord and Tenant Act and Decent Homes Standard & Awaab’s Law.	A/I	3

<b>Minimum experience/ knowledge/ skills:</b>	Experience of work in a Legal Services office environment dealing with correspondence, preparing documents and using IT systems	A/I	3
	Experience of handling Local Authority civil litigation matters	A/I	3
	Analyse data and extract information from computer records	A/I	3
	Compile legal data in clear, concise and easily accessible format	A/I	3
	Basic technical awareness of everyday repairs to properties.	A/I	2
	Experience of communicating with a wide range of audiences i.e., Lawyers, colleagues, Members, Contractors, partners and residents	A/I	3
	Ability to identify and respond to needs including that of lawyers, management and customers' needs	A/I	3
	Communicate in writing and verbally in one-to-one situations and large groups in a manner, which is clear, concise and holds people's attention	A/I	3
	Ability and experience in preparing regular statistical and written summary reports and KPI's for managers and senior managers on progress and problems against targets and objectives.	A/I	3
	Experience of achieving performance indicators.	A/I	3
	A good understanding of statutory and non-statutory Disrepair affecting social housing.	A/I	3
	Advanced ITC skills including use of databases, reporting, and use of bespoke models and tools.	A/I	3
<b>Minimum competencies: Customer service</b>	To actively contribute towards the effective and efficient provision of quality services in response to enquiries from both the public, external stakeholders and service departments.	A/I	3
<b>Communicating and influencing others</b>	Ability to work using own initiative with minimal or no supervision, able to build effective working relationships and work as part of a team (stakeholders include Housing, Contractors and Corporate Legal teams).	A/I	3
<b>Analysis and judgement</b>	Ability to think laterally and propose creative and innovative ideas and solutions to problems, and to exploit new 'smarter' ways of doing things, to achieve goals	A/I	2

<b>Planning, organising &amp; achieving results</b>	Ability to plan, manage and meet deadlines.	A/I	3
<b>Budgetary</b>	Ability to assist with the budget management and reporting of contracts	I	2
<b>Strategic perspective (<i>for senior management posts</i>)</b>	A sound understanding and experience of working within a multicultural environment with vulnerable residents and an acute awareness of equality matters	A/I	3
<b>Special conditions:</b>	Where required, to work on a rota basis to be on call out of hours duties including weekends and bank holidays	I	3
<b>Signature of Employee:</b>	<b>Name:</b>	<b>Date:</b>	