**Yorkshire Housing Role Profile**

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| **Job title:** | Damp and Mould Responder | **Leader of others:** | No |
| **Reports to:** | Damp and Mould Team Leader | **Contract type:** | Mobile |
| **Business Area** | Homes | **Budget holder:** | No |

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| **Job purpose** |
| As the face of Yorkshire Housing, you’re responsible for representing the organisation and constantly striving to deliver a service that’s customer obsessed. An integral part of our customer experience, you’ll deliver a high quality, efficient and effective damp and mould service to our customers. This will include wiping down and cleaning damp and mould, carrying out minor repairs and accurately recording damp and mould in properties. You’ll also escalate property issues which require the technical expertise of a surveyor in addressing damp and mould, identifying the cause wherever possible.A key part of the role is being customer obsessed and working and advising customers in the proactive management, identification of issues and resolution of damp and mould within properties. This includes advising customers on proactive management and prevention techniques, in an empathetic, inclusive way. You’ll have the understanding and knowledge in addressing customer concerns around damp and mould, working with the diverse community that live within our properties, including vulnerable customers.You’ll be the ‘eyes and ears’ of Yorkshire Housing and you’ll flag and report any concerns. You will be required to undertake some minor repairs to assist our customers. This will include (depending on skillset) joinery, plumbing, general property repairs, decorating and building work in supporting our vision to give every customer a house they’re proud to call home.  |

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| **Key responsibilities** |
| * Working as part of a damp and mould team focusing on and dealing with damp mould within properties. This will include wiping down and treating damp and mould.
* Escalating any issues which require the expertise of a surveyor, or any applicable member of Yorkshire Housing.
* You’ll carry out varied minor multi-trade works i.e. joinery, plumbing and handyworks on Yorkshire Housing homes to the agreed standards and costs, in accordance with the schedule of work allocated to you.
* Always be on the lookout for ways we can provide a better service and allow our customers to live in a house they’re proud to call home.
* Using a portable device, you’ll record the outcome on completion of each visit, ensuring the correct information is captured. You’ll listen to and log customers’ queries during your visit. If time allows, you’ll use your own initiative to complete additional works - making sure to notify the resource planning team and your team leader.
* You’ll be be courteous and professional at all times, understanding the visibility of the role and the diverse needs of our customers. Part of this means You’ll take accountability for the quality of service you provide, escalating to your team leader where there may be barriers to you providing this level of service.
* You’ll follow health and safety regulation at all times - taking responsibility of your own health and safety as well as protecting others.
* You’ll also be responsible for making sure van stock levels are managed effectively and maintained, liaising with suppliers where needed and completing vehicle checks.
* You’ll trigger the no-access process to the damp and mould administration team when necessary.
* You’ll undertake required training adhering to internal mandatory training processes.
* You’ll de-escalate low level complaints and/or ensure the reporting or escalation of complaints. You’ll also work with various team to resolve complaints.
* You may be required to work outside standard working hours, including weekends. This will only be required as and when there is a business demand.
* You’ll ensure data and reporting is accurate and provided in a timely manner to the relevant person/team.
* You may be required to cover a 24 hr call out rota for emergency works.
* Driving is a key element in this role, when driving any company vehicle you will be responsible for the checking of the vehicles safety and complying with our fleet policy and process.

 **As you might expect, this isn't an exhaustive list of your full responsibilities in role, and you may be asked to carry out some duties that aren't listed above.** |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Previous experience undertaking repairs in a customer facing environment, ideally you will have some knowledge of damp and mould but specialist training will be provided.
* Experience in plumbing/building/joinery/decorating work, and the ability to carry out basic repairs unsupervised. You will have a good understanding and the skills to undertake minor repairs.
* Previous experience working in a customer facing role, ideally within Social Housing or similar industry.
* Building, fencing, joinery, plumbing and decorating skills sufficient to be able to support current teams and carry out repairs within customers’ homes as required.
* Ability to use or be prepared to learn to use tablets and smart phones, with the ability of undertaking basic IT tasks such as read and write emails, take photos and use software such as Teams
* You have an in-depth awareness and understanding of health and safety regulations.
* You can use your own initiative and prioritise tasks as situations change around you.
* You’re a great team player.
* You’re customer focused, and passionate about providing the best service possible.
* You’re willing to go above and beyond to provide a fantastic service and you take responsibility for your actions, performance and decisions.
* You’re always keen to develop, learn new skills and be curious.
* You can work flexibly over the Yorkshire region.
* You have a full UK driving licence
* Eagerness to develop own skills and adapt to change.
* An ability to drive change and continuously improve the experience for customers.
* Personal values and approach that align with YH’s values.
* The ability to work flexibly in line with Hub, Home and Roam principles.
* An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |