Yorkshire Housing Role Profile

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| **Job title:** | Damp and Mould Team Leader | **Leader of others:** | Yes |
| **Reports to:** | Team Leader | **Contract type:** | Agile |
| **Business area:** | Repairs and Maintenance | **Car allowance:** | Yes |
| **Budget holder:** | No | **DBS required:** | Basic |

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| **Job purpose** |
| You’ll be leading a team of First Responders and Multiskilled operatives, providing the delivery of a specialist Damp and Mould service for our customers. You’ll be aware of the changes Awaabs law will bring and make sure the team is ready to face these new challenges. You will motivate your team to take pride in the service they provide, ensuring quality and safety is paramount and always putting the customer at the heart of what you do.  You’ll work proactively with Resource Planners and other colleagues and take ownership of the operational delivery of the service, ensuring Damp and Mould is dealt with quickly and within timescales. A key part of this role is creating a culture where all Damp and Mould issues are effectively managed, escalated proactively and correctly, and concerns raised by customers are dealt with in an empathetic, customer focused and inclusive way.  You’ll create a culture of inclusion and continuous development within the team, identifying skill gaps and proactively managing resources to meet service demand.  You’ll take the lead on producing data and provide up to date and accurate reports on Damp and Mould performance to senior teams and directors, taking ownership of related KPIs. |

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| **Key responsibilities** |
| You’ll provide day-to-day people management for your team. This involves being a key trusted contact for all queries, ensuring your team feel supported, valued and listened to and cascading important business communications to your team.  You’ll oversee the operational delivery of a responsive Damp and Mould team, proactively managing the performance of a team of First Responders and Surveyors to ensure a high quality service to customers at all times.  You’ll identify where technical expertise is required and ensure the right skills and resources are utilised to complete the job.  You will manage your teams workload to ensure that appointments are kept and inspections are completed in required timescales and standards.  You’ll proactively identify performance or behavioral concerns, capturing conversations and challenging where required.  You’ll work with Resource Planning and other relevant teams to ensure operational challenges and barriers are communicated and adequate solutions are put in place to meet targets and customer expectations.  You’ll provide technical guidance to your teams, identifying opportunities for coaching and/or upskilling to ensure the right skills are contained within your team to deliver a service to be proud of.  You’ll manage the performance of specialist sub-contractors and other resources on a day-to-day basis, and ensure the service is delivered commercially and in keeping with our high standards.  You’ll ensure your work and your teams’ work is undertaken safely and in compliance with internal and external requirements.  You’ll take ownership and proactively deal with complaints ensuring satisfactory outcomes for our customers. Also, working with other teams across the business to ensure high levels of customer satisfaction.  You’ll ensure data and reporting is accurate and provided in a timely manner to the relevant person/team.  You’ll attend site and complete tasks as and when required and undertake on-site inspections and coach your team as and when required. This also includes undertaking tasks as and when required.  You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to occasional out of hours emergency calls  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:** | |
| * You’ll have previous experience and knowledge in damp and mould, condensation and general repairs, ideally from a social housing background and maybe also hold a recognised qualification (MCIOB, MRICS highly desired) * You’ll have an understanding of industry standards, relevant legislation and best practice in relation to dealing with damp and mould. * You will have extensive knowledge of the changes and timescales Awaabs law will bring to the housing sector. * You'll have an understanding of damp and mould litigation and claims, ideally with previous experience with housing disrepair cases. * You’re aware of what it takes to deliver a service to strict time scales and standards and can identify performance issues and gaps in quality quickly. * You have good understanding of budget management and previous experience managing sub- contractors. * You will be confident in using data and reporting tools to capture the team’s performance and be able to present this with senior management. * You'll have excellent knowledge of health and safety practices and compliance. * You will have good planning and organisational skills, reacting to change and ensuring the teams resource meets service demand. | |
| **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. | |
| **Date Role Profile last reviewed:** | May 2025 |