**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’ll represent the organisation with professionalism and care, delivering a service that’s truly customer obsessed. You’ll be a key part of our customer experience, providing a high-quality, efficient, and effective damp and mould service that helps ensure every customer has a home they’re proud to live in.Your role includes carrying out first inspections and triage, accurately diagnosing root causes, and applying appropriate treatment solutions—including safe and thorough cleaning of affected areas. You’ll aim for first-time fixes wherever possible, while escalating more complex issues when needed.Working closely with customers, you’ll offer empathetic and inclusive advice on managing and preventing damp and mould, supporting our diverse communities and vulnerable individuals. You’ll also undertake minor repairs (depending on skillset), such as joinery, plumbing, decorating, and general property maintenance.As the ‘eyes and ears’ of Yorkshire Housing, you’ll flag and report wider concerns, helping us maintain safe, healthy homes and deliver on our commitment to excellent customer service. |

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| **Key responsibilities** |
| * Work as part of the damp and mould team to identify, treat, and resolve issues in customer homes, including safe cleaning and application of treatment solutions.
* Carry out initial inspections and triage, diagnose root causes, and escalate complex cases to surveyors or other relevant colleagues.
* Complete minor multi-trade repairs (e.g. joinery, plumbing, decorating, general handywork) to agreed standards and within allocated schedules.
* Use a portable device to record visit outcomes, log customer queries, and ensure accurate data capture and reporting.
* Take initiative to complete additional works when time allows, notifying the resource planning team and your team leader.
* Deliver a courteous, professional service, recognising the visibility of the role and the diverse needs of our customers.
* Take ownership of service quality, escalating any barriers to delivery to your team leader.
* Follow all relevant Yorkshire Housing policies, procedures, and regulatory standards—including health and safety, fleet management, training compliance, and data handling—to ensure safe, legal, and high-quality service delivery.
* Manage van stock levels effectively and liaise with suppliers as needed.
* Trigger the no-access process with the damp and mould administration team when required.
* Support complaint resolution by de-escalating low-level issues and escalating more serious concerns, working with relevant teams.
* Be flexible to work outside standard hours, including weekends, when required by business needs.
* Participate in a 24-hour emergency call-out rota when necessary.
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| **What you’ll bring to the role** |
| **The main things:** |
| * Proven experience delivering repairs in a customer-facing environment, ideally with some exposure to damp and mould issues (specialist training will be provided).
* Good all-round property maintenance knowledge, skilled in minor plumbing, joinery, decorating, and general building work, with the ability to complete repairs independently to a high standard.
* Background in customer service, preferably within social housing or a similar sector.
* Comfortable using tablets and smartphones to complete basic IT tasks such as emailing, taking photos, and using applications like Microsoft Teams.
* Strong understanding of health and safety regulations and how they apply in a property maintenance context.
* Able to work independently, manage changing priorities, and use initiative to solve problems.
* Collaborative team player with a proactive and positive approach.
* Committed to delivering excellent customer service and taking ownership of outcomes.
* Flexible to travel and work across the Yorkshire region, including occasional out-of-hours or weekend work when required.
* Full UK driving licence.
* Willingness to learn, adapt, and continuously improve skills and service delivery.
* Alignment with Yorkshire Housing’s values and commitment to inclusive, customer-focused service.
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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.  |