

ROLE PROFILE

ROLE TITLE	Area Inspector
DEPARTMENT	Responsive repairs
DIRECTORATE	Customer Services
RESPONSIBLE TO	Area Maintenance Manager
RESPONSIBLE FOR	

ROLE PURPOSE	<i>One or two sentences giving a simple statement of why the role exists</i>
<p>To provide customer focussed services for repairs to Orbit customers with a true commercial focus and demonstrating financial control. Working with stakeholders to ensure that maintenance and repairs services to its housing stock are carried out cost effectively to set standards in accordance with the organisation's aims and objectives. Supporting the Area Managers with contractor management and performance issues</p>	

ACCOUNTABILITIES / RESPONSIBILITIES	<i>Statement of the main areas of accountability and responsibility</i>
<ul style="list-style-type: none"> • Develop relationships with stakeholder groups ensuring that resident needs are built into all local void turnarounds and major repairs. • Prepare specifications and schedules of works in respect of complex Repairs and major works to reflect good building practice, ensuring that programmes of works are designed and prioritised to deliver cost effective, high quality, customer-focused repairs. • Carry out pre and post inspections to a property (occupied and vacant), reporting on condition, specifying and costing works and ordering as required. Update IT systems with all necessary information. • Diagnose building defects and seek budget estimates for remedial improvement works, seeking advice on complex matters from the Area Maintenance Managers. • Monitor the performance of contractors engaged in the delivery of property maintenance through meetings and performance reports to ensure quality, response times and value for money. • Ensure voids and major repair request are surveyed, works specified for building defects and improvements to meet time targets and to a standard to facilitate prompt re-letting, including stock condition survey, asbestos survey and fire risk assessment. • Actively support contractor management, resolving performance issues, designing capacity plans and budget control • Be an ambassador for change and the implementation of a commercial cost conscious culture • Display a true commercial focus around repair requirements, making sure that only required repairs are made 	

- Be the gatekeeper on all repairs costs within your region and challenge other stakeholders around repair spend requests.
- Educate other stakeholders on good practice for property repair requirements
- Monitor and manage the progress of works in void properties, taking responsibility for completing the work in line with target timescales.
- Liaise with keys stakeholders e.g. Property Management Team, on individual cases, to ensure a seamless and effective and service is provided to residents.
- Liaise closely with Housing Team for the integration of new and/or purchased properties into the portfolio where additional voids maybe created.
- Post holders are required to participate in Orbit's out of hour's service on a roster basis, in line with our current policy.
- To work closely with the Property Management Team, and share local knowledge

To control the budget and liaise with Area Manager and contractors to confirm budget is on track and apply a true commercial approach to repair requirements.

To work with the Property Management in support and training of new employees via a buddy system

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • Ordinary National Certificate in building or related discipline. • Higher National Certificate in building or a related discipline <u>desirable</u>. • Experience in a building surveying or similar capacity. • Be an ambassador for change and the implementation of a commercial cost conscious culture • Ability to apply a true commercial focus around repair requirements, making sure that only required repairs are made • Experience of construction, maintenance and repairs improvement programmes. • Understanding of current practice in relation to asset management and property maintenance. • Ability to survey properties and provide accurate and detailed schedules of work. • Ability to assess quotations for Minor Works for value for money and make recommendations for appointment of contractors • Practical attitude with ability to make decisions on best approach from a technical perspective. • Willing and able to participate in the out of hours emergency roster

	<ul style="list-style-type: none"> • Commercial approach to job repairs <ul style="list-style-type: none"> • Flexibility to be able to travel within a base region
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	