

Job description and person specification



Job Title:	Technical Inspector
Level:	Team member
Salary:	£52,567
Team:	Planned Maintenance
Reporting line:	Surveyor Manager
Financial scope:	None
DBS check required:	No

What is the purpose of my job?

As a Technical Inspector I will provide a professional, responsive and effective surveying service in accordance with residents' priorities and requirements, supporting efforts to ensure all Phoenix residents can enjoy homes that are safe, dry and warm.

In my job I will:

Work with my team and residents to provide a professional, responsive, and effective surveying and technical inspection service in accordance with residents' priorities and requirements and within the financial constraints of the organisation's corporate plan and annual budgets.

Work as directed on damp and condensation diagnosis and resolution, or other property damage; diagnosis and remedy of property problems; pre-and post-inspections and quality management; liaison function with caretakers and environment teams.

Provide a technical advice resource and service to residents and Phoenix colleagues, while working to ensure that our residents are at the heart of our service.

Produce professional property and defects diagnosis reports and remedial works specifications in relation to property surveys undertaken, including Housing Health and Safety Rating System (HHSRS) assessments.

Inspect communal areas and estates, identifying repairs required, potential liabilities and health and safety issues. Initiate or refer works as required.

Work with the Quantity Surveyor to assist with the preparation of interim valuations for contracts in progress and maintain clear and precise records of all valuations

Ensure accurate records are kept, maintaining well-organised information systems and keeping administration up-to-date and in an easily accessible and usable format.

Regularly and confidently challenge external provider and colleagues to demonstrate cost effectiveness and customer focus in our daily work.

Attend meetings and forums on a range of issues, both internally and externally and make sure that information from these is disseminated to and understood by all relevant staff and residents.

Provide support and work in harmony with the Construction Design Management Regulations, taking control of the pre-construction and/or construction phase of projects where applicable.

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Model professional behaviours, influence and develop working relationships with colleagues to identify and implement service improvements.

Take ownership and personal responsibility to deliver on performance targets ensuring positive outcomes and adopting a collaborative approach within my team and across the organisation.

Commit to appropriate training and ongoing development such as is required for my role.

Be committed to the delivery of a professional and effective service, collaboratively working with colleagues across the organisation, and contributing to the successful delivery of the corporate plan.

Proactively make a positive contribution to residents and the wider community with a commitment to a One Phoenix approach

Focus on providing homes and services that meet the needs of residents.

Always positively promote the organisation, its aspirations and values.

Be familiar with and act at all times in compliance with Phoenix's values, policies, and procedures, and work within agreed budgets and financial controls.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

At all times behave professionally and in accordance with the Phoenix Code of Conduct.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with health and safety representatives to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria	
	Essential	Desirable
Experience, Knowledge, Understanding	<p>A focused collaborative approach to working within a team and a wider community.</p> <p>A positive approach to excellent customer service, care delivery and a commitment to quality.</p> <p>A good level of knowledge and understanding of property management, property inspections and defects diagnosis in a social housing environment.</p> <p>Experience of working with and supervising contractors within budgetary constraints and ensuring quality control.</p> <p>Knowledge of building maintenance and standard forms of contract and contract law.</p> <p>Experience of writing clear and precise work specifications.</p> <p>A good understanding of delivering aids and adaptations to a diverse resident population.</p> <p>Good working knowledge of building pathology.</p> <p>A reasonable working knowledge of the HHSRS.</p> <p>Working knowledge of legislation and good practice relating to: Landlord and Tenant, legal disrepair, property insurance claims, building regulations, party walls and boundary disputes.</p> <p>A demonstrable understanding of what constitutes excellent customer care in a property management service.</p> <p>Proven ability to communicate and negotiate effectively with stakeholders.</p> <p>Proven ability to form effective stakeholder relations and manage and balance stakeholder expectations</p>	<p>Experience and knowledge of working in the social housing sector.</p> <p>An understanding of matters relating to social housing.</p>
Education and Qualifications	<p>ONC / HNC / HND in Building Studies or comparable qualification.</p>	<p>Working towards a relevant professional qualification in related field such as Building</p>

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	Full UK driving license.	Surveying, Building Services or through the Chartered Institute of Building and / or significant experience in property management in a similar environment.
Skills	<p>Excellent IT Skills.</p> <p>The ability to write clearly and effectively and deliver technical information to a wide range of audiences.</p> <p>Good contract management and negotiating and influencing skills.</p> <p>Good analytical skills, an eye for detail and the ability to handle numerical, property and financial information.</p> <p>Ability to explore and suggest effective solutions to technical problems.</p> <p>Ability to supervise contractors to ensure works carried out meet required technical standards and are in line with contractual obligations and requirements.</p> <p>A solution-oriented approach to problems.</p>	
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.	
Phoenix Strengths	<p>Demonstrate commitment to the Phoenix Values:</p> <ol style="list-style-type: none"> 1. Community 2. Customer 3. Consideration 4. Collaboration 	

*If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up to date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.