

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Housing and Safer Communities **POSTHOLDER** NA

SECTION Repairs and Investment **GRADE** PO6

POST DESIGNATION (TITLE) DMC Manager

Purpose of Job:

To be responsible to the Contractor and Property Services Manager for:

- i) Identifying, assessing, and providing recommendations for addressing damp, mould and condensation (DMC) issues in Council properties across the borough, including embedding key preventative and monitoring measures, such as summer block surveys and three-month follow-up calls.
- ii) Ensure operations comply with existing legislation and embed any new legislative measures into the team's day-to-day operations.
- iii) Overseeing Council property inspections and assessments of reported DMC, identifying the causes and appropriate solutions so teams can employ distinct treatment approaches.
- iv) Supporting the Council's efforts to ensure safe and healthy indoor environments for residents.
- v) Providing leadership and direction for the DMC team on technical matters and facilitating excellent customer service to residents.
- vi) Providing technical expertise to DMC cases, supporting colleagues to resolve more complex cases, and ensuring excellent customer service is always provided.
- vii) Taking an active, cross-organisational approach to tackling complex DMC cases by engaging with multi-disciplinary groups such as service improvement groups and cross-departmental panels made up of colleagues from Complaints, Customer Experience, Social Care, Public Health and other Housing teams.

Directly managing seven staff members.

Indirectly managing multiple consultants and contractors.

Main Duties:

- 1) Be responsible for the operational management of the team, supervising and coaching the DMC surveyors and trainee surveyors.
- 2) Be responsible for the DMC team's successful delivery of the Council's corporate objectives for the Repairs and Investment (R&I) service.
- 3) Work flexibly across Housing and Safer Communities Directorate and the R&I Senior Management Team to provide effective leadership and management that will contribute to the service's and the directorate's continuous improvement.
- 4) Work closely with key stakeholders, including resident groups, Members and key partners, and manage customer satisfaction to a high standard.
- 5) Liaise with colleagues in R&I and other Housing and Council departments to ensure effective procurement and delivery of DMC-related works.
- 6) Lead on ensuring the service delivers against its Key Performance Indicators (KPIs) and efficiency and productivity metrics.
- 7) Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capacity and capability.
- 8) Lead more complex caseloads to help and support all members of the team where required.
- 9) Manage resources well, developing a clear understanding of the relationship between capital and HRA revenue and how each can be best deployed to maximise stock improvement, whilst generating long-term savings.
- 10) Deliver services through contracted and direct provision that are productive, efficient and produce value for money, developing key metrics around productivity and efficiency.
- 11) Develop a culture of commercial awareness within the service, ensuring key metrics around productivity, efficiency and financial performance become embedded in day-to-day service management.
- 12) Manage damp surveys on occupied and void property caseloads.
- 13) Monitor current Energy performance and take overall responsibility of property structures and how they react differently in respect of DMC and proposed remedial action required (short & long term) without compromising the structure performance damp, mould & condensation related and to ensure damp surveying team act in accordance with relevant training requirements.
- 14) Project Manage Capital and major works (where existing Capital/planned works need to be brought forward) within Occupied Properties in line Capital projects when required.
- 15) Manage a team of damp and general building surveyors, including providing direction on building requirements & methods of undertaking works.

- 16) Provide strategic planning in respect of the team and other work streams which will directly impact (together with Line manager and in their absence).
- 17) Produce relevant method statements & risk assessments for use of specialised damp assessing equipment and overall responsibility for procuring & keeping equipment calibrated, stored safely & safe to use, including all site access equipment, training requirements, stock control including protimeter/hygrometer, thermal imaging camera, data loggers, carbon carbide testing and hygrometers.
- 18) Train staff in all H&S legislation and keep up to date with new, toolbox talks and training records.
- 19) Stay informed of carbon footprint and how this impacts legislative requirements and improvement of property (in line with energy performance and Capital programmes).
- 20) Lead the day-to-day management of damp surveyors and the procurement of relevant contractors specialising in damp with regards to remedial works. Procurement includes sourcing, tendering, implementation, mobilisation, and management within tenants & leaseholders homes and the external and communal environment where works are undertaken (dependent upon safe access and compliance to public safety measure legislation).
- 21) Liaise with all Occupied and Voids Repairs team members to progress difficult caseloads.
- 22) Lead in specifying and developing DMC-related works. Oversee changes to the annual HRA Business Plan. Provide detailed estimates of proposed DMC-related capital bids and liaise with corporate colleagues to prepare and monitor budgets.
- 23) Work to achieve a high standard of resident experience of the service, looking at strategies and best practices across the sector and, more broadly, to help drive positive customer sentiment and achieve high customer satisfaction.
- 24) Ensure excellent communication with residents and key stakeholders to promote the service and support high levels of awareness and good customer engagement.
- 25) Provide leadership, support and mentoring to develop the team, building a positive 'Can-Do' culture focussed on improving customer experience whilst achieving high levels of productivity and efficiency.
- 26) Ensure effective monitoring and cost control of all aspects of DMC-related work and ensure that the overall viability of the service and projects are maintained in line with the Council's financial procedures.
- 27) Prepare briefs and tender documentation and select, appoint and manage consultants to ensure effective service delivery. Develop, manage, monitor and assess performance indicators for all contractors and consultants.
- 28) Ensure compliance with Council processes and procedures and adherence to Council standing orders, statutory and other regulatory requirements.
- 29) Prepare reports and briefings for internal and external purposes and represent the service at all levels, including attendance at committees and panels as required.

- 30) Lead on developing and maintaining a comprehensive suite of policies, processes and procedures that support efficient, productive and customer-focused delivery.
- 31) Monitor all existing, new or proposed legislation, statutory regulations and codes of practice about the service and its obligations, ensuring that all staff employed or engaged by the service and all contractors are informed of any actions or additional responsibilities they may have to undertake.
- 32) Working efficiently in a demanding, fast-paced, team-orientated and changing environment, effectively adapting oneself whilst initiating, leading and supporting staff through change.
- 33) Liaise with external organisations and other local authorities in developing and sharing good practice initiatives such as cost benchmarking, supply chain consortia and efficiency savings.
- 34) Carry out site visits to assess necessary works or ensure delivery of high-quality work and high resident satisfaction.
- 35) Lead on monitoring risks and health and safety issues in relation to DMC-related repairs.
- 36) Deputise for the Contractor and Property Services Manager, as required.
- 37) Safeguarding is everyone's responsibility, and all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults at all times.
- 38) Carry out duties with due regard to the Council's customer care, equal opportunities, information governance, data protection/GDPR and health and safety policies and procedures.
- 39) Undertake any other duties commensurate with this post's general level of responsibility.
- 40) Perform all duties in line with Council's staff values, showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the Council.

Designation of the post to which the postholder normally reports: Contractor and Property Services Manager

Person Specification



Job Title	DMC Manager
Grade	PO6
Service/Section	Repairs and Investment
Directorate	Housing and Safer Communities

Shortlisting Criteria: Essential criteria assessed via the application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Educated to degree level, professional qualification (RICS or CIOB) or equivalent relevant experience.	E
Strong knowledge and understanding of procurement legislation applicable to public sector works and professional services contracts.	D
Extensive knowledge of current and relevant legislation in relation to the delivery of repair and maintenance services within a social housing environment.	D
Skills and Abilities	
Ability to interpret plans, complex legislation, regulations and legal documents concerning construction and building maintenance.	D
Strong analytical skills with the ability to assess and evaluate options and produce planned works programmes and specifications.	E
Excellent verbal and written communication skills, including the capacity to represent the authority externally, with the ability to write reports and to communicate with a variety of audiences.	D
Experience	
A minimum of two years of experience in inspecting and assessing damp and mould issues.	E
Experience in operational management of professional and technical teams to deliver a works programme in a pressurised environment.	D
Experience in monitoring risks and Health and Safety in relation to responsive repairs.	E

Experience working collaboratively and consulting with different departments to develop and deliver service improvements and improve communication.	D
Experience working with residents and a range of stakeholders, including local councillors, in a politicised environment.	D
Management, leadership and development of a high-performing team.	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put them into practice in the context of this post.	E