

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT	Repairs and Investment	POSTHOLDER	NA
SECTION	Housing and Safer Communities	GRADE	PO4
POST DESIGNATION (TITLE)	Damp Surveyor (DMC)		

Purpose of Job:

To be responsible to the Senior Surveyor for:

- i) Conduct daily full property surveys, specifically concerning the diagnosis of damp, mould and condensation (DMC).
- ii) Producing drawings and floor plans, diagnosing general building faults, and obtaining or creating specifications for improvement works.
- iii) Ordering works by the use of appropriate systems and tendering procedures to obtain the best value.
- iv) Supervising works through completion, in line with the Royal Borough of Greenwich (RBG) health and safety standards and all other statutory requirements.
- v) Supporting the DMC team's ambitions to take a more risk-based, proactive and holistic approach, including a summer block survey and monitoring customer calls.
- vi) Engaging with the Council's Transformation Programme, helping them to move towards a higher quality, more preventative and proactive approach to DMC. Engaging with experiments and operational trials around things such as triaging processes, self mould wash kits, technology to monitor properties, etc.

Project manage contractors and suppliers to facilitate high levels of service delivery.
To manage customer satisfaction to high standards.

Main Duties:

- 1) Conduct thorough inspections of Council properties to identify DMC issues. Conduct in-depth assessments of reported DMC, identifying the causes and appropriate solutions so teams can employ distinct treatment approaches.
- 2) Develop a standardised DMC inspection checklist for inspection officers to avoid missing inspections and important information and to issue accurate follow-up work.

- 3) Support the delivery of the summer block survey and other proactive approaches to address DMC issues.
- 4) Provide advice and guidance and ensuring dissemination of best practice in relation to all aspects of construction services and implementation.
- 5) Liaise with colleagues, other Housing and Council departments to ensure effective procurement, design and delivery of investment projects.
- 6) Undertake site surveys, work inspections, work valuations and subsequent reporting. Support the Senior Surveyor DMC as required.
- 7) Assist in the production of planned and cyclical maintenance programmes for the borough as required. Carry out comprehensive surveys as required.
- 8) To lead or be a member of design teams consisting of engineers, surveyors, quantity surveyors, housing managers, staff from other directorates and consultants to procure, contract manage, budget manage and cost control projects arising from the Transformation Programme.
- 9) Lead and project manage a full range of construction projects and services and provide advice and contract management from feasibility study to final account of works projects.
- 10) Ensure statutory approvals are in place for works packages, including planning submissions and facilitating discussions with the borough's Planning and Building Control department.
- 11) Inspect, report and monitor and ensure the appropriate quality standards and outcomes with respect to works and design are achieved on each project.
- 12) Ensure that designs and projects are in line with Government targets, e.g. Decent Homes, sustainability, carbon emissions.
- 13) Authorise payments to contractors within prescribed authority limits. To comply with audit recommendations, in order to implement new financial controls and procedures and safeguard the Council's assets.
- 14) Act as the Principal Designer as required to co-ordinate health and safety on all projects. Obtain support from the Health and Safety Manager. Ensure project and design risk management processes are implemented.
- 15) Provide technical advice and assistance to other sections of the directorate, senior managers, members and tenants and respond to enquiries from tenants, leaseholders, members of the public and Councillors.
- 16) Participate in technical seminars and training sessions in subject areas of contracting, estimating, cost management, control techniques, claims, contract law, health and safety, etc..
- 17) Assist on the implementation of ISO 9000 and other Quality Management Initiatives and generally ensure that programmes reflect all quality considerations.
- 18) 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.

- 19) 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.
- 20) Provide strategic planning in respect of the team and other work streams which will directly impact (together with Line manager and in their absence).
- 21) 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.
- 22) Train staff in all health and safety legislation and keep up to date with new, toolbox talks and training records.
- 23) Stay informed of carbon footprint and how this impacts legislative requirements and improvement of property (in line with energy performance and Capital programmes).
- 24) Assess the extent and causes of DMC problems, including building defects, water ingress, and ventilation issues.
- 25) Analyse collected data to determine the severity of issues and potential health risks and recommend remediation strategies.
- 26) Communicate findings effectively to residents and co-workers, explaining the results of inspections and proposed actions to address DMC concerns.
- 27) Offer expert advice on prevention and mitigation strategies, create schedules of works and specify remedial actions.
- 28) Work closely with key stakeholders, including resident groups, Members and key partners, and manage customer satisfaction to high standards.
- 29) Stay current with industry best practices, standards, and regulations related to DMC inspection and remediation.
- 30) Provide technical guidance, training and mentoring to other staff, as required.
- 31) Prepare detailed reports with inspection findings, analysis, and recommendations to the Council's senior leaders.
- 32) Present reports to residents and regulatory authorities when necessary.
- 33) Advising tenants on damp or condensation matters.
- 34) Where necessary for the job role or appropriate for continued development, the postholder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.

- 35) Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 36) 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.
- 37) Undertake supervision/management of staff as and when required.
- 38) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.
- 39) Lead Project Support Officer trainees, when required, to enhance their knowledge and expertise in line with Senior Surveyors' procedures.
- 40) Undertake any other work appropriate to the level and general nature of the post's duties.
- 41) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 42) Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 43) Perform all duties in line with the 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.
- 44) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the post to which the postholder normally reports to: Senior Surveyor (DMC)

Person Specification



Job Title	Damp Surveyor (DMC)
Grade	PO4
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
Knowledge of building structures and how they contribute to the cause, be able to correctly diagnose and specify appropriate and correct materials for remedial and improvement works required.	E
Skills and Abilities	
Excellent technical diagnostic, interpersonal and customer service skills.	E
Proficiency in using monitoring equipment and tools specific to damp and mould assessment.	E
Experience	
Experience in building surveying, repairs, operational delivery, supervising contracts or disrepair case management.	D
Experience in housing responsive repairs, including experience working in a customer service organisation providing high-quality service to members of the public.	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