

## Job Description

<b>Job Title:</b>	Inspection Team Manager (Renting Homes Wales and WHQS Compliance)
<b>Directorate:</b>	Assets and Property Services
<b>Department:</b>	Resident Services
<b>Location:</b>	Rising Sun Industrial Estate, Blaina
<b>Reports to:</b>	Head of Resident Services
<b>Date JD Agreed:</b>	January 2025

## Job Purpose

- The role of the Inspection Team Manager (Renting Homes Wales Act and WHQS Compliance) is to lead and be accountable for the inspection function to support the delivery of an effective repairs service and ensure compliance with Renting Home Wales and Welsh Housing Quality Standard (WHQS).
- Ensuring that the organisation follows all processes and procedures relating to Renting Homes Wales Act and WHQS Compliance, providing a highly effective and prompt service to customers, and ensuring compliance with the acts.
- Prepare and present reports for the Assets and Property Senior Leadership Team.
- Keep abreast of regulatory and legislative changes affecting area of expertise and prepare and propose plans to keep in line with these changes.
- Lead and manage a team of Inspectors/ Surveyors to successfully deliver the inspection and surveying functions and ensure statutory compliance across all areas.
- Be responsible for managing external Consultants and Contractors. Managing budgets and producing financial and progress reports.
- Be the Tai Calon expert in providing responses to claims brought forward under the Renting Homes Wales Act related to condition.
- Fit for Human Habitation (FFHH) and other property service requests received, including preparing comprehensive surveys, liaising with legal advisers, and representing Tai Calon at hearings as a 'Competent Person'.

## Values

Our Values that support our Vision, Mission, and Aims are **CALON**. These values are vital to supporting our work as an organisation and are encouraged as our culture and way of working.

**C – Creativity:** we want people to think differently, challenge processes where they can see improvement, and take risks.

**A – Authentic:** we want people to be themselves and be open, honest, and trustworthy, and act with integrity.

**L – Learning:** we want people to understand the importance of learning as an ongoing approach to success in their roles.

**O – Ownership:** we want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.

**N – “Not on your own”:** we are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

## Core Responsibilities & Accountabilities

- Responsible for the inspection of property-related service requests under the Rented Homes Wales Act and arranging associated repairs, improvements and permissions, including providing comprehensive inspection reports.
- Responsible for inspections to ensure compliance with WHQS and arranging associated repairs, improvements and permissions, including providing comprehensive inspection reports.
- Lead and manage the team to ensure effective service delivery, optimum resource use, value for money, and compliance with Tai Calon policies, procedures, regulatory and statutory guidance, and legislation.
- Monitor and deliver the performance of the team in line with pre-determined standards and performance targets, evidencing outcomes and achievements, and take action to address poor performance where appropriate.
- Promote a culture of continuous improvement and learning from good practice and from customer feedback and complaints.
- Ensure the organisation follows all processes and procedures to maintain statutory compliance, including Renting Homes (Wales) Act 2016, Renting Homes (Fitness for

Human Habitation) (Wales) Regulations 2022 and Welsh Housing Quality Standard 2023.

- Assist with the preparation, implementation and delivery of Tai Calon's Repairs Policy and procedures, Asset Management Strategy and all other relevant policies and procedures.
- Analyse inspection, survey, and repair information from multiple sources and identify commonalities and trends that can be developed into planned programs of work. Ensure a proactive approach is taken to managing key risks such as damp, mould, and disrepair.
- Lead, manage, assign and carry out any duties necessary to fulfil requirements of RICS Building Surveying Competencies.
- Lead and manage the delivery of allocated projects in line with the "RIBA Plan of Works 2020" Stages 0 to 7 inclusive to ensure the required cost, time, and quality requirements are planned, monitored, and met.
- Lead and manage a customer-focused inspection/ surveying team, achieving high levels of customer service. Provide and actively promote excellent Customer Service for both internal and external service users and stakeholders.
- Assist with the preparation and annual review of a 5-year financial plan and investment programme.
- Prepare and manage annual budgets, taking responsibility for ensuring that all expenditures are authorised, monitored, and controlled within budget and audit requirements.
- Provide technical advice and expert opinion on Building, Surveying, and construction-related matters to staff and stakeholders as required. Ensure the ongoing development of inspectors and surveyors working on property inspections, contract management, and project and property-related surveying works.
- Apply risk-based judgement in all decision-making and follow the principles of the Construction (Design Management) Regulations to improve Health and Safety and ensure all risks involved are identified and managed.
- Responsible for ensuring the team maintains accurate data in a central location. Ensuring accurate data is entered into the appropriate systems, errors are corrected, and data is stored securely and shared appropriately.

- Assist the Head of Service in driving culture change and reacting to the business's needs by ensuring regular and effective participation in reviewing, planning, and implementing change.
- Lead, support, coach and mentor team members and other stakeholders through the process of change management.
- To effectively participate in the Out of Hours Repairs Service rota.

## **Responsibilities for Resources**

- Lead by example, demonstrating the Tai Calon VALUES through your actions and leadership.
- Lead and develop a focused, highly competent, motivated, and professional team that can deliver a range of high-quality and cost-effective services through the effective application of performance management, coaching, and mentoring.
- Ensure that all processes and procedures, including monitoring systems, are in place and that all team members are fully trained in their roles and can maximise their capacity and capability.
- Operational Management Team member, communicating, influencing and challenging behaviours that are not in line with the CALON values.
- The duties and responsibilities may vary without changing the general character of the duties or level of responsibilities entailed. The post holder is, therefore, expected to undertake such other duties as may be requested, provided the general character of the duties or level of responsibility does not change.

## **Work Environment**

- The role is primarily based at Solis One, Blaina, with the ability to work in a hybrid way where agreed. Using computers to analyse information and provide reports for extended periods of time.
- The role requires the employee to often work in people's homes, outside and on active building sites in heat/cold, wet/humid, and dry/arid conditions, depending on the season.
- Often required to use personal protective equipment when onsite visits.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Inspection Team Manager	Application Form	Interview	Practical
		<b>1. QUALIFICATIONS</b>			
	✓	Educated to level 6 National Qualification Framework for England, Wales and Northern Ireland in Surveying (RICS accredited)	✓		
	✓	Site Management Safety Training Scheme (SMSTS) certificate or willing to work towards	✓		
	✓	Formally trained in the applications of WHQS and HHSRS	✓		
	✓	Formally Trained in the administration of both JCT and NEC standard form contracts	✓		
	✓	Project Management qualification	✓		
	✓	Professional Qualification in a relevant subject area e.g. MCIOB or RICS, or working towards a qualification	✓		
	✓	Accredited Domestic Energy Assessor qualification	✓		
	✓	Accredited PAS 2035 Retrofit Assessor and/ or Coordinator qualification	✓		
	✓	Recognised damp surveying qualification	✓		
		<b>2. KNOWLEDGE</b>			
✓		Detailed knowledge and experience of building construction	✓	✓	
	✓	Working knowledge of the social housing sector in Wales	✓	✓	
	✓	Detailed knowledge of core Building Surveying duties as set out by the RICS Building Surveying Competencies	✓	✓	
✓		Detailed knowledge of the management of damp, condensation and mould in social housing	✓	✓	
✓		Detailed knowledge of the Renting Homes (Wales) Act 2016, Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022 and Welsh Housing Quality Standard 2023	✓	✓	
	✓	Understanding of the Welsh Housing Regulatory framework and Performance Standards	✓	✓	
		<b>3. EXPERIENCE</b>			

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Inspection Team Manager	Application Form	Interview	Practical
✓		Significant experience of tendering procedures and contract administration	✓	✓	
✓		Significant experience of programming and controlling building work	✓	✓	
✓		Significant experience of effective cost control and budget management	✓	✓	
✓		Significant experience of risk assessment relating to inspection, surveying and construction work	✓	✓	
✓		Significant experience of the management of damp, condensation and mould in social housing	✓	✓	
✓		Significant experience in tenant liaison	✓		
✓		Substantial experience of dealing with diverse technical problems within set timescales	✓	✓	
	✓	Substantial experience of leading and managing change to process, procedure, behaviours and culture	✓	✓	
✓		Significant experience of tendering procedures and contract administration	✓	✓	
✓		Significant experience of programming and controlling building work	✓	✓	
✓		Significant experience of effective cost control and budget management	✓	✓	
		<b>4. SKILLS</b>			
✓		Be able to demonstrate excellent written and verbal communication skills including report writing and delivering presentations	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships		✓	
✓		Ability to analyse data and statistical information and use it to monitor and establish trends and improve service delivery		✓	

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Inspection Team Manager	Application Form	Interview	Practical
✓		Demonstrate key skills necessary to lead a successful team, including the ability to build trust, build and sustain relationships, challenge poor behaviours, and motivate team members		✓	
✓		Be able to network confidently and establish operational relationships with target groups, potential partners and external stakeholders		✓	
✓		Ability to record technical information in a manual and electronic format			✓
✓		Well-organised with attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work	✓	✓	
✓		Able to problem solve and make sound judgements of decisions when required		✓	
✓		Negotiates effectively, showing a willingness to find a common ground	✓	✓	
	✓	Ability to use coaching and mentoring skills to drive change and assist with personal development of team members	✓	✓	
	✓	Welsh Language Skills	✓		
		<b>5. ATTRIBUTES</b>			
✓		Resident and customer focussed approach openly displaying the CALON values	✓	✓	
✓		Demonstrates integrity and support for organisational values	✓	✓	
✓		Committed to ongoing personal development	✓		
✓		A self-starter, driven and enthusiastic		✓	
✓		Open to change and demonstrate a positive, solution-focused attitude		✓	
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
	✓	Flexible and willing to work outside of normal working hours	✓		

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Inspection Team Manager	Application Form	Interview	Practical
		<b>6. OTHER</b>			
	✓	Will need to be able to travel as part of the job, in a timely manner	✓		
✓		Requires Disclosure and Barring Service (DBS) check			