

## Role Profile

<b>Role Title:</b>	Quality Homes Officer
<b>Department:</b>	Operations (IHMT)
<b>Role Purpose:</b>	Responsible for early resolution, remediation, intervention, triage and escalation of stage 1 priority repairs works (Damp and Mould) reported to Midland Heart by customers within an agreed timescale.
<b>Reporting to:</b>	Priority Repairs Supervisor
<b>Responsible for:</b>	NA
<b>Disclosure level:</b>	Basic DBS check and Social Media check
<b>Role Level:</b>	<u>Frontline Worker</u>
<b>Key Duties:</b>	<ul style="list-style-type: none"> <li>• To undertake basic damp and mould remediation works such as anti-bacterial washdowns, application of anti-fungal treatments, stain blocking, minor decoration, testing &amp; simple maintenance of ventilation systems, trickle vents, extract fans and clearing of gutters and other rainwater goods ensuring all are in good working order.</li> <li>• Visual inspection of space heating systems to determine appropriate functional use and deliver coaching and support to customers in the effective use of space heating systems.</li> <li>• To undertake basic property assessments and identify cases that require escalation to stage 2 of the priority repairs process. Raise and appoint stage 2 surveys to the priority repairs (Damp &amp; Mould) surveying team.</li> <li>• Provide customers with front line support in the form of coaching, advice, guidance, information and demonstration on best practice methods and actions for preventing and maintaining their home free from the effects of condensation and mould growth.</li> <li>• Maintain accurate chronological records of works undertaken, advice and support given to customers in their homes using electronic devices as required.</li> <li>• Must be able to work flexibly with minimum supervision and will be required to provide additional support to other Midland Heart colleagues where jobs and visits require two persons.</li> <li>• Priority Repair Officers must hold a full UK driving license and have access to their own vehicle that will be supported by either the casual or essential car users expense policy.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure a customer first and right first-time approach to all works and diversity and inclusion is considered at all times.</li> <li>• Only undertake tasks you are qualified or trained to undertake.</li> <li>• Wear appropriately branded uniform and PPE for the task in hand at all times.</li> <li>• The post holder may also be required to undertake other duties and responsibilities not listed in this role profile from time to time according to the needs of the business as directed by the managers in the in-house maintenance teams.</li> <li>• To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</li> </ul>
<p><b>Education, Qualifications and Training</b></p>	<ul style="list-style-type: none"> <li>• Level 2 qualification in Maths and English or equivalent.</li> <li>• Level 2 CITB condensation and atmospheric moisture management or equivalent technical expertise demonstrated through work experience.</li> <li>• Level 2 Handy Person or equivalent technical expertise demonstrated through work experience.</li> <li>• CITB SMSTS (desirable but not essential) as full training will be given.</li> <li>• Full, UK driving licence.</li> </ul>
<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience of carrying out cleaning and minor building repairs &amp; maintenance.</li> <li>• Practical experience in hygiene, cleaning and basic maintenance tasks</li> <li>• Good understanding of the principles and best practice actions for minimizing the effects that condensation and moisture management in the home environment.</li> <li>• Essential that role holders can demonstrate the requirements of basic Health and Safety knowledge relevant to the role. COSHH, RIDDOR, PUWER not exhaustive.</li> <li>• Track record of ensuring that work gets done correctly on time, first time.</li> <li>• Experience of lone working and managing tasks with minimal supervision.</li> <li>• Understanding of working with vulnerable client groups.</li> <li>• Good technical ability, with good knowledge of the appropriate quality standards and best practice principles to minimise the effects of condensation and moisture within buildings.</li> <li>• Foundation building maintenance knowledge including health &amp;</li> </ul>

	<p>safety legislation.</p> <ul style="list-style-type: none"> <li>• Prior use or ability to understand smart hand-held mobile devices.</li> <li>• Experience of working in a customer service environment</li> </ul>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<ul style="list-style-type: none"> <li>• Excellent planning &amp; organisational skills.</li> <li>• Excellent communication skills with the ability to deal with varying customer needs and behaviours.</li> <li>• Able to build rapport and trust with customers whilst maintaining a professional approach.</li> <li>• Flexible and adaptable approach to work with a right first-time ethos.</li> <li>• Team player, willing to support and help colleagues to achieve our objectives and performance targets.</li> <li>• Understanding of and commitment to the principles of inclusion, equality &amp; diversity in works being undertaken.</li> <li>• Ability to undertake physically demanding work where other equipment cannot be used to ease such tasks.</li> <li>• Willingness to develop job related to knowledge and skills</li> </ul>