

## **Legal Disrepair Surveyor - Complex Case Specialist**

Reports to: Head of Property

Our Property Pod is a hive of activity, responsible for delivering a range of services through our Home Safety, Asset Management, Responsive Repairs and Empty Homes teams. You will provide support to teams delivering the full range of works but will be embedded within the Responsive Repairs and Empty Homes stem. Every day brings its unique set of challenges which need effective case management logical decision-making skills to resolve.

Your main responsibility will be leading on the organisation's legal disrepair and Environmental Health Order cases in conjunction with taking ownership of a range of complex repair and sensitive tenancy issues ranging from tenant permission requests to damp, mould and condensation. You will be working closely with a variety of internal pods, tenants, contractors, specialist service providers and third-party legal teams to achieve satisfactory outcomes and resolution to a varied caseload.

### **What we need you to do:**

- Provide regular and professional communication and liaison with customers and key stakeholders in relation to works instructed.
- Have a good working knowledge of relevant legislation relating to disrepair, a good understanding of appropriate codes of practice, legal processes and court procedures.
- Take full responsibility for managing all assigned cases from start-to-finish in a professional and efficient manner whilst ensuring that appropriate stakeholders and are updated regularly and comprehensive records are maintained.
- Manage a range of contractors, ensuring they deliver in accordance with their brief/contract requirements and comply with KPI's.
- Manage external relationships with key stakeholders, such as Local Authorities, solicitors and contractors.
- Carry out pre-inspections and building surveys to identify defects including preparation of detailed reports, specifications, and cost estimates where necessary to ensure appropriate remedial works are undertaken.
- Ensure effective and appropriate repair solution requested comply with all necessary regulations.
- Provide technical advice on building defects and diagnosis to other members of the team and the wider organisation.
- From time to time help to deliver the day-to-day responsive repair and empty homes service.
- Negotiating settlements/compensation.
- Dealing with complaints management and following through on outcomes and learning.
- Seek to resolve difficult cases in a fair and balanced manner whilst protecting the interests of the organisation.
- Assist in the delivery of specialist programmes, ensuring works are completed to standard, contractor performance is in line with KPI's and value for money is achieved.
- Work in collaboration with other pods and stems to ensure a seamless service is delivered to customers.

- Attend court, and give evidence as required acting as an expert witness in cases relating to disrepair.
- Work independently to manage your busy and variable caseload.
- Provide regular detailed updates on case progress to senior managers escalating issues where necessary quickly.
- Ensure commitment to the organisation's vision, mission and values.
- Pursue excellence in all aspects of operational delivery.
- Have a great approach to customer service putting our customers at the heart of what you do.
- Participate in an out of hours rota system (usually one week in every nine) to provide ad hoc evening and weekend telephone support for contractors and tenants when emergency situations arise. This may also require occasional on-site attendance during emergency situations e.g., major fires, floods etc. acting as our representative onsite.
- To undertake other duties commensurate to the grade of the post

#### **What you will be responsible for:**

- Being the central hub within the Property pod for managing and resolving complex multifaceted repair cases.
- Leading on the day-to-day management of legal disrepair cases from letter of claim through to resolution.
- Leading on the day-to-day management of Environmental Health Order cases from first notification through to resolution.
- Assist in the management of complex damp, mould and condensation related cases.
- Reviewing, managing and reporting on tenant requests and alterations.
- Developing, implementing, and managing a legal disrepair and Environmental Health Order case management tool.
- Providing regular and accurate reports on case progress on legal disrepair, Environmental Health Order and a range of complex cases

#### **Where you have come from:**

- A place where you have experience of working legal disrepair and Environmental Health Order cases.
- A place where you have previously worked on and successfully resolved complex housing cases.
- A customer focussed organisation.
- A housing organisation or similar, would be preferable.
- A place where there was "best value services" and continuous improvement.

#### **What our teams will see in you:**

- Someone who will build effective and productive working relationships with staff, managers, partners, tenants, and leaseholders.
- Someone who has great planning, coordination, negotiating and dispute resolution skills.
- Strong verbal and written communication skills.
- A person who has a good understanding of best practice within social housing.

- Someone who understands the basic principles of effective contract management in a repairs and empty homes environment.
- Someone who is IT literate, proficient in Microsoft Word, Outlook, Excel, and PowerPoint
- An individual whose second nature is working in a customer focussed organisation.
- Someone who has great attention to detail.

**As a person, you will:**

- Have extensive and demonstrable experience in housing law and complex case management.
- Have a great attention to detail.
- Be skilled at building effective and productive working relationships with staff, managers, partners, tenants, and leaseholders.
- Be excellent at verbal and written communication.
- Be a confident, independent problem solver.
- Have a high degree of personal drive.
- Be committed to the aims and ambitions of Red Kite Group and the broader issues of social housing.
- Be flexible and open to change.
- Be a team player with good self-awareness.
- Have a service improvement attitude.
- Be able to translate ideas and examples of good practice into improved service delivery.