

Role Profile

Property Inspector

Base Location: Agile – Trafford House
Responsible to: Area Repairs Manager
Responsible for: N/A

Purpose of the Post

- To support the delivery of a high-quality repairs and major works function within the Property Care Team (PCT).
- Provision of a technical inspections function to enable the effective delivery of the repairs and major works.
- Manage the decant process to allow major works to take place.
- To support the delivery a customer focused service that is responsive to customer need ensuring that the service delivery is based on efficiency, effectiveness and VfM.
- Provide subcontractor oversight, management and support in the delivery of the repairs and major works.

Core Responsibilities

- To undertake pre and post inspections to ensure the effective delivery of the repairs and major works.
- To carry out site inspections to ensure quality and compliance of work.
- Build and manage subcontractor relationships.
- Support and management of sub-contractors as required to deliver an efficient repairs and major works service.
- Attend monthly subcontractor review meetings.
- Arrange and manage decants with customers where required in order for major works to take place
- Undertake customer's applications for permission to carry out improvements and investigate requests for compensation for improvements where undertaken.
- Support the investigation of customer complaints, support any remedial works, resolve site issues and give advice and information as required.
- To ensure compliance with relevant health and safety legislation.
- To work collaboratively across MSV to recognise areas of improvement and innovation.
- Utilise property level data to investigate properties with high level (and zero) repairs volumes, and support delivery of findings.
- To effectively manage feedback and resolve complaints from internal and external customers and proactively make service improvements.
- Support the repairs service in contractual and technical matters and contribute to the development and implementation of relevant strategies, policies and operating procedures.

Corporate Responsibilities

- To deliver high levels of customer services and be an advocate for MSV's WOW standards.
- Ensures that the customers perspectives is recognised and customer feedback is heard and used to improve satisfaction levels and service.
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity and accuracy of the Group's data.
- To support individual and other colleagues' health, safety and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty that may be required.

Person Specification – Property Inspector

A – Application	I – Interview	C – Certificate	T - Test
Criteria	Essential/ Desirable	Method of Assessment	
Appropriate Professional Qualification			
Relevant construction/property related qualification.	E	A/I/C	
Evidence of and commitment to continual professional development.	E	A	
Full driving licence and willing to travel across the Northwest	E	A/C	
Experience and Track Record			
Expertise in property surveys for domestic property.	E	A/I	
Expertise in managing customer decants.	E	A/I	
Experience of managing contractors.	E	A/I	
Experience of property defect diagnosis.	E	A/I	
A customer focused approach to service delivery	E	A/I	
Experience of H&S and legislative and regulatory requirements for a construction related function.	E	I	
Knowledge and use of IT repairs related systems	D	A	
Knowledge and Skills			
Effective at solving problems	E	I	
Collaborative and supportive approach	E	I	
Ability to work pro-actively and under own initiative	E	I	
WOW Customer Service Standards			
Demonstrates effective written and verbal communication skills with a range of people ensuring delivery is professional.	E	A/I	
Show professionalism and respect to all internal and external stakeholders.	E	I	

Take accountability to serve the customer in the required service level agreement.	E	I
Demonstrates understanding and empathy with the needs across diverse groups and individuals	E	A/I
Demonstrates a positive attitude and an excellent customer focus to contribute to great customer service.	E	A/I
Personal Characteristics		
Positive and enthusiastic	E	I
Driven by innovation	E	I
Commitment to Equality of Opportunity and Diversity.	E	A
Support out of hours service requirement.	E	I
Highly motivated and resilient	E	I
Flexible and open to change	E	I
Trustworthy with high levels of integrity	E	I
Shares the values of MSV	E	A/I
Understands the needs for confidentiality	E	I