

Job specification



Job title: Property Inspector - Void Property and Responsive Repairs
Service: Housing & Property, Place Directorate
Grade: G7
Reporting to: Housing Disrepairs Manager – Responsive Repairs and Void Property Repairs

Your job

As a Property Inspector – Void Property and Responsive Repairs:

- You will carry out inspections of the council's housing stock, provide detailed inspection records and create work orders for contractors where required.
- You will have a detailed knowledge of building defects and the remedies for repair.
- You will have a knowledge of housing repair legislation.
- You will meet, liaise and consult with tenants, leaseholders, other agencies, contractors, elected members and other interested parties, to support works of repair, resolve site issues, service complaints and to give advice and information as required.
- You will support the management of all contractual and technical matters.
- You will contribute to the development and implementation of relevant strategies, policies and procedures.
- You will need to be enthusiastic and self-motivated, with the ability to operate effectively as a member of a team, and also be able to undertake lone working, accurately following working procedures, but also using own initiative to breakdown problems, ask the right questions and the courage to take the appropriate action.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Focus on helping to sign off the older Housing Disrepair cases.
- Facilitate liaise and act as a SPOC between our clients and our Contractors.
- Help raise works orders and Manage work jobs from start to completion.

On an ongoing basis you will:

- Undertake surveys, inspect properties, diagnose building defects, and prepare reports and schedules of work ensuring that they are satisfactorily remedied within the agreed timescale.
- Provide advice and assistance to colleagues, tenants, leaseholders and neighbouring occupiers on repair and maintenance issues.
- Identify rechargeable repairs including investigations and process the rechargeable account.

- Investigate and make recommendations on tenants' applications for permission to carry out improvements and investigate tenant's requests for compensation for improvements they have undertaken.
- Liaise with and monitor contractors engaged on repair works.
- Approve invoices, certificates, and claims for payment.
- Deal with complaints and service enquiries from tenants, leaseholders, elected members, MP's and colleagues within other departments.
- Maintain accurate records of pre and post inspections and works undertaken.
- Assist in the organisation of consultation events with tenants and residents and to attend out of hours meetings as required.
- Liaise with customers to ensure complaints are dealt with in a timely manner and enhance the customer experience.
- To liaise with the other members of the team to ensure continuity of service during periods of holiday and sickness leave.
- Undertake training and development relevant to the role.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements: -

- HNC/HND in construction or housing or related professional discipline or equivalent qualification or extensive experience relevant to the job. Already be a part of the existing Housing Repairs Teams.
- Knowledge of traditional and modern construction methods with a good understanding of building defects.
- Willingness to undertake training and evidence of continuous personal development through training.
- Experience of housing repairs and maintenance including an awareness of social housing.
- Experience of working in partnerships.
- The ability to manage and deliver projects.
- The ability to plan and organise a complex workload with shifting deadlines in order to meet specific targets.
- IT literate with the ability to use spreadsheets, databases, and word processing packages.
- The ability to work as part of a team both within the organisation and on an inter- agency basis.
- Detailed knowledge and awareness of construction methods and an ability to diagnose building defects.
- Effective written and oral communication skills together with the ability to deal with tenants, leaseholders, elected members, MP's, management, and other interested parties.
- Be able to work to tight deadlines in a pressured working environment and make decisions to achieve the right outcome.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently


Be Kind... be helpful, generous and thoughtful towards yourself and others

#TeamWiganDeal


Together we will


Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will


 Genuinely care for you and your wellbeing.


 Champion a culture that inspires you to thrive.

 Listen and engage with you to bring your ideas to life.


 Celebrate your contribution and support you to reach your goals and aspirations.

I will

 Look after my wellbeing and be kind to myself and others.

 Work with others across #TeamWigan to be courageous, innovative and embrace technology.

 Share my ideas and be accountable for making things happen.

 Own my development and let my passion and positivity shine through.