



Damp Mould and Condensation (DMC) Technician

Level:	Grade 6
Team:	Property Investment - Major Works
Line Manager:	Business Planning Officer
Responsible for:	None

About the Job

- Provide technical surveying guidance on building architecture, fabric and associated infrastructure along with specialist advice on defects, determining significant repairs, replacements and/or upgrades across the portfolio.
- Be a key member of the Major Works surveying team to develop, deliver and diagnose Damp, Mould and Timber cases ensuring the stock is kept in good condition, delivering guidance, advice and scope of works that meets business needs now and in the future.
- Use technology, systems, knowledge and experience to deliver positive outcomes for property investment and our customers' needs in the diagnosis of Damp Mould and Condensation.

You'll be trusted to

- Proactively contribute towards team objectives and ensure best practice techniques and technology are being adopted
- Assist with the delivery of strategies, plans, property interventions and carrying out building Technician related functions
- Provide technical input to asset management and major works plans to maintain records and inform ongoing investment decisions
- Actively ensure buildings and infrastructure are maintained and operated in accordance with such agreed standards providing solutions on technical issues
- Provide detailed property intervention information to support delivery of DMC work, ensuring they are completed to agreed specifications, for damp, and/or disrepair, to maintain health and longevity of Vico Homes
- Where required report on works being carried out and completed on behalf of Vico Homes to ensure work being carried out to design, specification and expected quality standards, which will achieve longevity of investment and warranties
- Recommend changes for development of process, procedure and initiatives to promote continuous service delivery and ensure objectives and standards are achieved across the service provision
- Produce scope of works for DMC work in order to effectively deliver on customers' needs and contribute to the organisations Asset Management Strategic Plan

- Provide information to management on development and improved service delivery in respect to Value for Money, Compliance, Legislation and Best Practice
- Assist Major Works Surveying Team with the overall development of strategies and business plans for Vico Homes
- Promote a positive culture around performance, scrutiny and challenge to effectively manage all assets
- Utilise detailed knowledge of domestic construction techniques provide fault identification and diagnostic reporting specifying remedial work programmes including damp, mould and condensation
- Play a lead role in triaging/investigating DMC survey requests and occasionally attend properties to investigate further subject to demand
- Prioritise work in order to provide relevant information on time and to deliver positive outcomes
- Work with the Major Works Surveying Team to identify and develop works in line with approved policies, procedures and relevant legislation, i.e. Awaab's Law
- Ensure that all DMC related enquiries are effectively managed within agreed performance levels, and processed in line with procedure, review and report on KPIs and address under performance
- Assist in emergency situations to support decision making within area of expertise
- Provide technical support to the business on matters relating to the DMC surveying of Vico Homes portfolio as required
- Proactively use specialist knowledge, expertise and experience to evaluate complex and conflicting information, exploring all possible solutions and presenting well-reasoned options and recommendations
- Have good working knowledge/awareness of, up and coming legislation/ regulation changes, CDM Regulations, Building Safety Regulations, Awaabs Law and applying this in day-to-day operations and supporting surveyors in the application of this
- Plan and manage day to day allocated workload area/project, to maximise service quality, efficiency and continuity
- Advise on areas of improvement to service delivery in accordance with legislative changes and good practice to support operational services, promote joint working and co-operation on projects and programmes of work to mitigate risk
- Provide detailed reports, information and advice to assist Vico Homes in meeting business plan objectives, delivering promises made to tenants and supporting active asset management
- Actively adopt and promote good professional networking to achieve better understanding of stakeholder's roles and prevent breakdown of communication in cases of conflict of interest
- Assist in the development of systems to ensure that mechanisms exist to enable all stakeholders, including colleagues and customers, to be fully consulted whilst developing programmes, systems or new ways of working / new initiatives and policies
- Adopt and promote health and safety awareness to ensure safe working environments in accordance with the Vico Homes health and safety policies and procedures and undertake risk assessments as required
- Undertake any other duties commensurate with the overall purpose of the job and grade

Who you'll work with:

Internal: Colleagues at all levels of the organisation

External: Wakefield Council, Tenants, Contractors, Partners, Specialist Consultants, other agencies. Managers and officers, statutory, non-statutory agencies including other RSLs, local authorities, health trusts voluntary and private agencies, government departments, agencies and regulators, tenant and resident organisations

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 3 of the Regulated Qualifications Framework, such as A levels, Award, Certificate or Diploma at level 3 or equivalent in a relevant subject area	✓		AF / CQ
IOSH Managing Safely qualification or willingness to work towards	✓		AF / CQ
Property Care Association (PCA) Technician qualification or willingness to work towards	✓		AF / CQ
Knowledge of Awaab's Law, CDM regulations, Building Regulations and construction related issues	✓		AF / I
Experience of diagnosing Damp, Mould and Condensation to find root cause	✓		AF / I
Experience of undertaking residential building fault identification and specify diagnostic remedial works	✓		AF / I
Have the knowledge and ability to identify and report on damp, mould and condensation	✓		AF / I
Knowledge and practical experience of using IT as analytical and management tools	✓		AF / I
Evidence of effective communication skills with employees, managers, tenants, and stakeholders	✓		AF / I
Evidence of continuous professional development in the property field	✓		AF / I
Experience of working within a customer focused environment	✓		AF / I
Ability to deliver high standards of customer service	✓		AF / I
Hold a full valid UK driving licence with access to a vehicle and the ability to travel throughout the Vico Homes operating as required on a daily basis	✓		AF / CQ

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
PCA Surveyor qualification or willingness to work towards		✓	AF / CQ
Knowledge and experience of surveying: structural defects, stock condition and HHSRS (Housing Health and Safety Rating System)		✓	AF / I
Understanding of the work and service provision of a large multi skilled workforce		✓	AF / I
The post holder may be required to work outside normal office hours on occasion		✓	I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:

