

Role Profile

Job Title	Damp and Mould Technician - Remote Diagnosis		
Reporting into	Team Leader – Remote Diagnostic		
Directorate	Property Services	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Damp and Mould Technician in our remote diagnosis team, you will coordinate and ensure the delivery of a high-quality fault fixing and maintenance service that meet our specifications and customer expectations. This role sits within the internal maintenance service joining our new team to work with our customers solving technical problems virtually using our video software package called TechSee. The primary focus will be resolving damp and mould problems in our customer's homes.

Key Areas of Responsibility:

- Undertake all technical work to the highest standard possible and in line with current best practice and our guidelines, whilst complying with contract specifications and service delivery conditions. This includes delivery of the service to the highest standards of customer care and act as an ambassador for the company whilst communicating with our customers.
- Inspect and diagnose faults to basic building elements and rectify through our virtual Techsee software.
- Ensure good technical solutions which upholds company standards, complies with building regulations, and follows safety requirements.
- Demonstrate a positive and professional approach at all times to our customers, ensuring wherever possible the highest standard of customer service and satisfaction.
- Ensure compliance at all times with Health and Safety guidelines, policies and procedures which includes the LiveWest Fleet policy
- Ensure full regulatory compliance (to include legal/financial, data protection) to meet legal requirements, including identification of any potential risks/issues.

Skills, Knowledge, and Experience:

Skills, knowledge, and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Demonstrate LiveWest's values and behaviours, be open minded and creative and provide a solution approach to problems and situations.
- Proficient with IT and new technology.
- Post qualification experience in core trade or surveying.
- Ability to diagnose basic building faults.

- Clear and demonstrable knowledge of Health and Safety legislation pertaining to the construction industry including HHSRS.
- Knowledge of responsive maintenance, condensation, damp and mould.
- Experience utilising other building skills to an acceptable standard.
- Experience of providing a customer focused service.
- Knowledge of materials specification.
- Problem solving and curious with a can do attitude.
- Understanding key performance indicators required.
- Practical experience of working in the construction industry and or in the social housing sector.
- Full understanding of the Decent Homes Standard as well as the Housing Health & Safety Rating System. (D)
- Excellent communication and rapport building skills.
- Promote equality and diversity in all aspects of employment and service delivery.











Professional/Vocational/Academic Qualifications:

- Good general education supplemented with relevant business experience.
- Health and Safety qualification or experience (SMSTS, IOSH, or NEBOSH Construction Certificate). (D)
- Level 2 or 3 qualification in a trade background or surveying (or equivalent),
- Evidence of continuing professional development.
- CIH course level 2, 3, 4 or equivalent, (D)

Safeguarding and Lone Working:

- N/A

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p>We communicate effectively <i>We ensure effective flow of information and ideas</i></p>		

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills, and qualifications required for all roles at this level.

This list is not exhaustive, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.