## Job description

### Structure information

Job title: Damp and Mould Technician

Reports to job title: Project Manager

Directorate: Homes and Adult Social Care

Division: Housing

Section: Repairs & Maintenance

Job identification number (JIN): 4827

### Job purpose

Provide a robust and effective technical response on site through inspection, diagnosis and remediation to reports of potentially harmful damp and mould reported by tenants residing in Brighton and Hove City Council’s housing stock. This role is essential in ensuring that the organisation meets legislative demands for social housing and provides a defence against litigation.

Attending properties to inspect and assess reported cases of damp and mould, identifying underlying causation and making recommendations for remedial measures. Whilst on site, actively undertaking works to thoroughly wash down and clean mould affected surfaces as a mitigating measure to ensure the safeguarding of residents’ health. Additionally, supporting the service with Property Condition Surveys at time when damp and mould is not so prevalent as this workstream is heavily influenced by seasonality.

### Principal accountabilities

1. Attend tenanted properties to thoroughly assess and identify causes of damp and mould attributed to rising damp, penetrating damp, condensation, or other factors using knowledge and experience.
2. Responsible for preparing accurate reports detailing defects found and generating specifications for remedial measures required to resolve the causes of damp and mould and repair any damage caused.
3. Carry out thorough washdown and cleaning treatments whilst on site to mitigate immediate health risk for tenants in situ.
4. Responsible for advising tenants on environmental factors that contribute to excess moisture production and advise on changes to reduce the risk of condensation/mould.
5. Survey for presence or lack of methods of ventilation (or lack thereof) and specify any upgrades or new installations required.
6. Identify high risk situations and vulnerabilities, recommending and supporting decants if unavoidable through the implementation of reasonable and appropriate mitigation strategies.
7. Clearly communicate details with office staff to ensure appropriate works are raised with the suitable urgency.
8. Responsible for maintaining accurate records of inspections, findings, treatments, and follow-up actions.
9. Ensure compliance and adherence to H&S regulations, BHCC standard operating procedures, BHCC values and quality assurance. Adhere to COSHH (Control of Substances Hazardous to Health) and ensure diligent and proper use of provided PPE, especially when using substances identified under COSHH. Attend and actively participate in all meetings and training sessions (including Tool Box Talks) as required.
10. Providing a positive customer experience including but not limited to adopting a professional, helpful approach with service users and all other internal and external customers, exhibiting a professional appearance and attitude, displaying BHCC ID badges when attending to works, maintaining condition of vehicles, driving and parking courteously.
11. Process all activities electronically or manually as required. This includes but is not limited to completing risk assessments, worksheets, timesheets, photographic evidence of works before/during and after, van stock replenishment, booking of annual leave, vehicle inspections and writing reports on works required or completed as necessary.
12. Utilise and maintain existing van stock or collect materials, as and when required, to meet works order requirements, in accordance with standard operating procedures.

### Health and safety accountabilities

To co-operate in the implementation of the council Health and Safety policy and supporting standards, in particular, as set out in section 1 of the Health and Safety Policy and Management Standard.

### Diversity and inclusion accountabilities

Understand the council’s diversity and inclusion aims and strategies.

Take an active role in ensuring that equality, diversity, and inclusive outcomes are embedded in your work activities, communications and interactions with staff and customers.

Challenge or report incidents where inclusion and equality in practice has not been followed, including reporting discrimination, harassment and bullying to your manager or other senior colleague in your service.

### Note regarding duties

The list of duties in the job description are not exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties. The council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. Proposed changes would be subject to consultation.

## Person specification

### Structure information

Job title: Damp and Mould Technician

Reports to job title: Project Manager

Directorate: Homes and Adult Social Care

Division: Housing

Section: Repairs & Maintenance

Job identification number (JIN): 4827

### Essential criteria

#### Job-related education, qualifications, and knowledge

* If not already qualified, must be committed to gaining the relevant Award in Understanding Damp and Mould in Domestic Dwellings and to undertake internally and externally delivered training to constantly develop and update knowledge relating to diagnosis and treatment of condensation, damp, and mould.
* Significant knowledge of repairs and maintenance services within social housing with particular focus on diagnosis and remediation of damp, mould and condensation related repairs.
* Significant knowledge of the building industry
* Good understanding of health and safety
* Good knowledge of risk assessment

#### Experience

* Significant experience in the social housing/building construction/maintenance industry
* Experience of repairs and mitigating strategies related to damp, mould and condensation related repairs.
* Extensive experience of working with service users, particularly those who are living in high risk situations and/or have other vulnerabilities

#### Skills and abilities

* Excellent written verbal communication skills and able to communicate in a diverse and inclusive manner
* Able to understand and follow standard operating procedures
* Able to use an electronic PDA device to record work activities and reports.
* Good problem-solving skills and able to apply trade skills and knowledge effectively
* Good understanding of health and safety
* Able to work calmly and efficiently under pressure and to deadline
* Work well alone but also as part of a team
* Strong drive and commitment to improving living conditions for our residents and ensuring compliance with strict legislation

#### Health and safety knowledge

* Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
* Ability to co-operate and adhere to Health and Safety Policy, practices, and instructions.

#### Diversity and inclusion

* Demonstrate a genuine commitment to the council’s values in relation to embracing diversity and provide a service based on fairness and inclusion.

#### Other requirements

* Full and current driving licence