Bernicia Group Role Profile

Title: Property Inspector

Reporting to: Head of General Building

Date: November 2026

Purpose

Support the Property Maintenance Teams, ensuring a value driven, customer centric, performance focussed flexible service, whilst delivering services in line with group policy, procedure, and all statutory, legislative and regulatory obligations.

To be an enthusiastic and positive member of the Property Maintenance Team committed to providing the highest possible standard of service to our customers, colleagues and all stakeholders.

Accountabilities

Operational

Assist the Head of Maintenance in delivering a customer focussed high-quality, cost-effective service to Void, Tenanted and Commercial Buildings.

Manage budgets specific to the area of service and assist the Head of Maintenance in developing possible future budget requirements.

Carryout in depth surveys, on site monitoring and post inspections to ensure works are carried to expected costs and quality and providing monthly reports as required or to exception.

Consult with Loss Adjusters and Insurance Companies in the assessment of insurable losses and associated repairs of the affected properties.

Identify and order materials as required to deliver the full service within the Repairs and Maintenance function.

To be accountable for delivering the highest possible standard of customer services, support and advice for the team.

Ensure robust management of Health and Safety in the delivery of services observing all statutory and regulatory obligations, approved codes of practice and safe working methods are followed.

Have a sound working knowledge of all elements of building construction, components, building trades and applicable building regulations.

Effectively manage and monitor the performance of internal and external resources to achieve service objectives and expectations, including key performance indicators, quality standards, productive outputs, budgets and behaviours.

Be aware of internal and external issues and risks which may impact on the ability to achieve performance expectations at all times recommending appropriate action to mitigate this.

Represent Bernicia at appropriate meetings to ensure our involvement and influence on issues which affect service delivery.

Maintain systems and workflows ensuring housekeeping processes are completed as required in line with business processes.

Ensure accurate key data inputs are achieved to enable the production of precise, meaningful performance and business intelligence reports.

Support the senior management team in the delivery of R&M specific strategic projects to drive a high-performance culture ensuring business growth and development by contributing ideas and recommendations for areas of business improvement.

Provide high level advice, support and guidance to key internal partners on all R&M related issues.

Strategic

Assist the Repairs & Maintenance Team Leaders in the delivery and continuous development of service plans to improve the service.

Seek and implement innovative approaches to the delivery of the service through team development and best practice.

Contribute to the development of quality service standards across all of Bernicia's services to help create a stronger organisation.

Build effective working relationships with all stakeholders.

Actively look to maximise use of ICT and new technology initiatives and promote their implementation and development.

To identify opportunities for improvement and address any concerns, providing guidance/training/ feedback to support service delivery.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Essential Skills & Experience

- Hold a full trade qualification in a construction related industry
- Experience of using PDA technology (hand held/mobile working technology).
- Experience of working in a customer focussed service
- Ability to think strategically and gather data to support decisions.
- Experience of working within a domestic property maintenance environment.
- Experience of working in a target driven environment
- The ability to adapt to change positively and contribute to new and better ways of doing things

- The ability to communicate effectively with a diverse range of people (customers, staff and colleagues)
- The ability to work well with colleagues and other teams and contribute to achieving Bernicia's goals, free from personal objectives
- Ability to personally resolve problems through good negotiation, influencing and problem solving skills
- Demonstrate an ability to understand and undertake formal and dynamic risk assessments in line with the post
- Understand, interpret and deliver work in line with relevant construction drawings, planning and building control requirements
- Demonstrate an understanding of what makes a real difference in delivering excellent customer services
- Sound knowledge of building construction, components, building trades and applicable building regulations
- A commitment to high standards and continuously seeking improvement
- A self-starter with an enthusiastic "can-do" attitude who can plan, organise and execute all works efficiently and effectively delivering services under own initiative.
- Have a flexible approach to work for the delivery of all services
- Highly self-aware and ensuring own behaviour and attitude has a positive impact on others
- Ability to work under pressure and deliver outputs in line with Group targets and deadlines
- Ability to work within a diverse and dynamic environment
- Assertive and able to give and receive feedback positively
- Committed to personal development and learning.

Desirable Skills & Experience

- HNC in building /built environment
- Property Care Association Qualification.
- (PCAQT) or equivalent.
- Experience of working within a damp and preservation work environment.
- Hold relevant health & safety qualifications which relate to the sector and industry in general
- Asbestos awareness training
- Appropriate and current training in COSHH & PPE
- Access equipment and working at height training e.g. easi-deck/mobile elevated work platforms
- Experience of delivering services within the social housing sector
- Previous experience in direct management or supervision of staff.

Values	
Value	**Expectation**
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

Great Place To Work. Certified JUN 2026-JUN 2027 UK ™

WE SHINE ADVANCED

disability confident EMPLOYER

MINDFUL EMPLOYER

Best Workplaces™ in Charity & Not-for-profit
Great Place To Work. UK 2026 ™

Supporting the Armed Forces community into construction
BUILDING HEROES
OFFICIAL SKILLS ACADEMY SPONSOR