

## Bernicia Group Role Profile

**Title:** Property Inspector

**Reporting to:** Head of General Building

**Date:** June 2025

## 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

- Contribute to raising Bernicia's profile in your service area.
- Actively contribute to the development and implementation of policies and standards.
- Ensure that core policies relating to conduct, equality and diversity, customer care, people management, data protection and health and safety are fully implemented, along with an appropriate system for identifying, appraising and managing risks in your service area, consistent with Bernicia's risk management strategy.

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 new technology and continuously improving the way we do things.

You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "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.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

## Desirable Skills & Experience

### Essential criteria

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.

### Desirable criteria

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

<p>Experience of working in a target driven environment</p> <p>The ability to adapt to change positively and contribute to new and better ways of doing things</p> <p>The ability to communicate effectively with a diverse range of people (customers, staff and colleagues)</p> <p>The ability to work well with colleagues and other teams and contribute to achieving Bernicia's goals, free from personal objectives</p> <p>Ability to personally resolve problems through good negotiation, influencing and problem solving skills</p> <p>Demonstrate an ability to understand and undertake formal and dynamic risk assessments in line with the post</p> <p>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</p> <p>Sound knowledge of building construction, components, building trades and applicable building regulations</p> <p>A commitment to high standards and continuously seeking improvement</p> <p>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.</p> <p>Have a flexible approach to work for the delivery of all services</p> <p>Highly self-aware and ensuring own behaviour and attitude has a positive impact on others</p> <p>Ability to work under pressure and deliver outputs in line with Group targets and deadlines</p>	<p>Access equipment and working at height training e.g. easi-deck/mobile elevated work platforms</p> <p>Experience of delivering services within the social housing sector</p> <p>Previous experience in direct management or supervision of staff</p>
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<p>Ability to work within a diverse and dynamic environment</p> <p>Assertive and able to give and receive feedback positively</p> <p>Committed to personal development and learning</p>	
<p>Signed by Post holder..... Date .....</p> <p>Signed by Manager ..... Date.....</p>	

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.

Accountability	We are personally accountable for delivering on our commitments.
<b>Behaviours</b>	
<b>Behaviour</b>	<b>Expectation</b>
Customer Focus	<ul style="list-style-type: none"> <li>• Understanding that our customers are our colleagues as well as our tenant, clients and other stakeholders.</li> <li>• Putting ourselves in the shoes of our Customers.</li> <li>• Actively listening to what a customer is telling us and responding to their feedback.</li> <li>• Working to our service standards and agreed timescales.</li> <li>• Being flexible in our response to customers based on their needs whilst working within boundaries.</li> <li>• Having brave conversations with customers and managing their expectations.</li> <li>• Respecting people's time, privacy and (if relevant) their property.</li> <li>• Treating customers fairly, promptly, effectively and with empathy.</li> <li>• Demonstrating sensitivity to the customs, cultures and beliefs of our customers.</li> <li>• Checking-in with customers to see if they are happy and satisfied.</li> </ul>
Team Work	<ul style="list-style-type: none"> <li>• Being friendly, encouraging supportive, and respectful to our colleagues.</li> <li>• Working collaboratively and making an active and constructive contribution to the team.</li> <li>• Sharing knowledge, skills and expertise freely with others.</li> <li>• Putting our hands up to help.</li> <li>• Being dependable.</li> <li>• Positively and respectfully challenge others if we disagree with them.</li> <li>• Working with a "one organisation" approach and actively challenge the "North / South" divide.</li> <li>• Saying "thank you" and recognising the good work of others.</li> <li>• Having positive banter with colleagues in ways that includes everyone</li> <li>• Embracing different technologies and ways of communication and connecting with colleagues.</li> </ul>
Integrity	<ul style="list-style-type: none"> <li>• Doing what we say we're going to do.</li> <li>• Working with high personal and professional standards.</li> <li>• Being trustworthy, truthful and honest.</li> </ul>

	<ul style="list-style-type: none"> <li>• Challenging and speaking up if we see unethical working practices or poor standards.</li> <li>• Asking for help when its needed.</li> <li>• Having zero-tolerance for inappropriate, offensive or discriminatory behaviour.</li> <li>• Standing up for the principles and standards we believe in.</li> <li>• Doing the right thing - not just the easy thing</li> <li>• Positively representing Bernicia in the way, we do our job.</li> <li>• Giving credit to others for their work and contribution</li> <li>• Maintaining trust and confidentiality to sensitive information.</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>• Taking responsibility for our actions and areas of work.</li> <li>• Seeing things through and delivering on promises.</li> <li>• Owning mistakes, putting them right and learning from them.</li> <li>• Being clear about areas of responsibility and positively communicating them to others.</li> <li>• Signposting people to colleagues who can help if an issue is not an area of personal responsibility.</li> <li>• Taking steps to positively highlight or resolve problems.</li> <li>• Working to clear objectives and deadlines.</li> <li>• Keeping up to date and staying aware of professional standards and trends in our areas of work</li> <li>• Recognising the impact that individual behaviour and conduct has on Bernicia.</li> </ul>
Respect for our people	<ul style="list-style-type: none"> <li>• Respecting the diversity and values of others.</li> <li>• Being inclusive and treating others with dignity and respect.</li> <li>• Trusting and supporting colleagues to do their job</li> <li>• Treating others based on how we would like to be treated.</li> <li>• Challenging the behaviour of people who do not show respect to others.</li> <li>• Being open, honest and dependable and playing our part in creating a culture of trust.</li> <li>• Communicating respectfully and professionally on all communication channels.</li> <li>• Being courteous and considerate. Recognising that it is human to have biases and to make assumptions and that it is important to consider how our own biases and assumptions impact how we work.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Inspiring others and setting a positive tone by "walking the walk".</li> <li>• Being accessible and approachable to colleagues at all levels.</li> </ul>

	<ul style="list-style-type: none"> <li>• Giving timely feedback to others – praising positive performance and calling out poor performance.</li> <li>• Encouraging co-operation, collaboration and communication between teams.</li> <li>• Encouraging colleagues and teams to develop and grow</li> <li>• Encouraging positive change and innovation.</li> <li>• Constructively influencing and negotiating to achieve positive outcomes.</li> <li>• Demonstrating transparency in our decision making.</li> <li>• Encouraging a diversity of views and experiences and listening to all relevant voices before making decisions</li> <li>• Being a role model and acting as an ambassador for Bernicia.</li> </ul>
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