

# JOB DESCRIPTION

<b>POST:</b> DISREPAIR AND COMPLAINTS MANAGER	<b>POST NO:</b> EC276
<b>DIVISION:</b> CRAWLEY HOMES	
<b>SCALE:</b> Scale I	
<b>ANY SPECIAL CONDITIONS:</b>  (a) Satisfactory clearance of a Basic Disclosure and Barring Service check (DBS) will be a condition of employment.  (b) Essential car user car allowance (currently under review)	
<b>RESPONSIBLE TO:</b> EC5 Operations & Maintenance Manager	

**RESPONSIBLE FOR (POSTS):**

g)

h)

i)

j)

k)

- w) To share the council's commitment to safeguarding and promoting the welfare of children, young people and adults at risk as outlined in the CBC Safeguarding Policy.

NOTE: The duties listed are in general terms only and detailed variation in job content may be expected to occur.

**AMENDMENT DATE:** August 2024

**POSTHOLDER'S SIGNATURE:**

# CANDIDATE SPECIFICATION

(This is for information only and should be retained by the applicant)

<b>DISREPAIR AND COMPLAINTS MANAGER</b>	POST No: EC276
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CHARACTERISTIC	SPECIFICATION
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**VERIFICATION WILL  
BE REQUIRED**

- Membership of RICS or equivalent.
- Degree level education or equivalent through relevant training/experience in sector
- Must be able to commit to attend and complete a housing management course and/or top up modules to ensure compliance with the Regulators Conduct and Competency Standard for 'in scope' officers

**EXPERIENCE**

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	<ul style="list-style-type: none"><li>• Flexible within the Department.</li><li>• Be able to work to tight deadlines</li></ul>	
<b>SPECIAL CONDITIONS</b>	<ul style="list-style-type: none"><li>• Full and current UK driving licence required.</li><li>• Occasional hours of hours working may be required.</li><li>• Ability to use surveying equipment, power tools or small plant equipment, including climbing ladders e.g. to access loft spaces.</li></ul>	