

POST:	Healthy Homes Manager
DEPARTMENT	Housing Repairs and Maintenance
REPORTING TO	Repairs and Maintenance Manager
RESPONSIBLE FOR	Possible future responsibility for a small team of internal trades operatives / engineers
GRADE	6

ORGANISATIONAL CONTEXT:

This role sits within the Housing Repairs and Maintenance Team (HRM) and contributes to ensuring compliance with all relevant housing, property, health and safety, and environmental legislation, regulatory standards, and statutory requirements. The role supports the delivery of best practice in identifying, managing, and mitigating housing hazards, including damp and mould, across Babergh and Mid Suffolk District Councils (BSMSDC), ensuring the safety, wellbeing, and quality of homes for tenants and residents.

MAIN JOB PURPOSE:

To lead and manage Babergh and Mid Suffolk District Council's Damp, Mould and Condensation Service, ensuring full compliance with all statutory, regulatory and consumer standards relating to housing conditions.

The postholder will lead the Council's operational response to Awaab's Law, ensuring that potential hazards and prescribed housing condition failures are identified, investigated, risk assessed and remedied within statutory timescales. This includes overseeing the management of repairs arising from damp, mould, excess cold, water safety, fire safety and other hazards prescribed under Awaab's Law and the Housing Health and Safety Rating System (HHSRS), ensuring residents are protected from risks to health and safety.

The role is responsible for ensuring compliance with:

- The Social Housing (Regulation) Act 2023.
- Awaab's Law and associated regulations.
- Landlord and Tenant Act 1985.
- Homes (Fitness for Human Habitation) Act 2018.
- Housing Act 2004.
- Housing Health and Safety Rating System (HHSRS).
- Consumer Standards issued by the Regulator of Social Housing.
- Health and Safety legislation.
- Housing Ombudsman Complaint Handling Code.
- Housing Ombudsman Spotlight Report on Damp and Mould.

The postholder will ensure all cases are accurately assessed, prioritised and resolved within statutory timeframes whilst delivering a resident-focused service that places tenant health, safety and wellbeing at the center of decision-making. The postholder will work closely with the Repairs & Maintenance Manager, Housing Health & Safety Officers and Property Assets and Compliance teams to ensure a holistic, value for money approach to Damp & Mould & HHSRS hazard management.

DUTIES AND RESPONSIBILITIES:

Awaab's Law Compliance and Hazard Management

- Lead the Council's compliance with all phases of Awaab's Law, ensuring inspection, investigation, communication and remediation duties are delivered within prescribed statutory timescales.
- Assess reported defects and housing condition issues against Awaab's Law requirements and HHSRS guidance to determine risk, priority and required interventions.
- Manage cases involving emergency, significant and prescribed hazards, ensuring appropriate escalation and immediate action where there is a potential risk to life or serious harm.
- Oversee the end-to-end management of repairs arising from Awaab's Law investigations, ensuring works are correctly prioritised, specified, completed and quality assured.
- Ensure robust audit trails are maintained demonstrating compliance with inspection, communication and repair obligations.
- Monitor contractor performance against statutory repair timescales introduced through Awaab's Law and ensure remedial action is taken where service delivery falls below required standards.
- Work collaboratively with Property Assets, Compliance, Repairs and Housing Management teams to deliver coordinated responses to hazards identified within homes.
- Establish systems to identify repeat failures, recurring hazards and systemic risks across the housing stock and implement corrective action plans.
- Produce compliance reports, performance dashboards and management information relating to Awaab's Law investigations, repairs and outcomes.
- Support preparations for regulatory inspections, Housing Ombudsman investigations and legal proceedings relating to housing condition cases.
- Ensure residents receive clear communication regarding findings, proposed actions, timescales and outcomes throughout the lifecycle of hazard and repair cases.

Building Pathology and Technical Investigation

- Undertake Calculated HHSRS Risk Assessments recording scoring categorisation as required.
- Undertake comprehensive building pathology investigations to diagnose the root causes of damp and mould and condensation, differentiating between condensation, penetrating damp, rising damp, plumbing leaks, thermal bridging, ventilation deficiencies and structural defects.
- Specify appropriate remedial works based upon evidence-led diagnosis and recognised building pathology principles.
- Commission and interpret specialist surveys including (but not limited to):
 - Building pathology reports.
 - Moisture investigations.
 - Structural surveys.
 - Thermal imaging surveys.
 - Environmental monitoring.
 - Ventilation assessments.

Compliance and Regulatory Duties

- Maintain compliance with all statutory requirements relating to damp, mould and housing conditions.
- Assess properties against HHSRS requirements and identify Category 1 and Category 2 hazards.
- Escalate cases presenting an immediate risk to tenant health and safety.
- Ensure compliance with Awaab's Law response, investigation and remediation timescales.
- Produce evidence and performance reports for internal governance, Housing Ombudsman investigations and Regulator of Social Housing inspections.

- Develop and maintain policies, procedures and operating frameworks relating to HHSRS compliance and damp and mould management.
- Undertake and record HHSRS-based risk assessments for all relevant cases, ensuring hazards are appropriately categorised, prioritised and managed.
- Ensure all repair recommendations arising from HHSRS assessments are translated into clear work specifications and completed within required timescales.
- Monitor compliance with statutory timescales for inspections, temporary mitigation measures and permanent remedial works. Including overseeing all required case management on complex cases.
- Maintain oversight of hazards likely to be included within future phases of Awaab's Law and ensure organisational readiness for legislative changes.

Resident Health and Vulnerability

- Assess vulnerabilities and health risks associated with damp and mould cases.
- Work collaboratively with health professionals, social care teams and safeguarding services where vulnerabilities are identified.
- Ensure reasonable adjustments are considered for vulnerable residents.
- Ensure residents are informed throughout the lifecycle of each case and have confidence in proposed solutions.

Contractor and Quality Management

- Manage specialist contractors undertaking investigations and remedial works.
- Monitor contractor quality, performance and compliance with specifications.
- Undertake post-inspections to verify effectiveness of remedial works.
- Implement corrective action where workmanship falls below required standards.
- Monitor financial spend against budgets ensuring best Value for Money is achieved

Performance and Service Improvement

- Monitor service performance against KPIs, regulatory standards and statutory timescales.
- Analyse damp and Mould trends across the housing stock.
- Contribute to investment planning and asset management strategies.
- Identify recurring building failures and recommend strategic solutions.
- Promote learning from complaints, Housing Ombudsman findings and disrepair claims
- Produce routine performance reports for reporting all statutory compliance requirements and risk monitoring including for portfolio holding and cabinet briefings.

Additional information

- a) Does this job require a DBS check? Yes/**No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The job holder will participate in training, exercises, response, recovery or other activities to support the council's statutory duties concerning emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**/No
- c) The post is designated as being politically restricted following the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifies them from standing for or holding elected office. Yes/**No**
- d) The post will require travel to all customers' homes and other sites on a regular basis **Yes**/No

- e) The post requires out-of-hours working whenever elements of the fabric of the council's corporate building malfunction to ensure continuity of service during normal working hours. Yes/**No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A =Application Form I = Interview T/P Test/Presentation
EDUCATION/TRAINING (<i>Academic, vocational/professional and other training</i>)	
Essential: • Degree, HNC, HND or equivalent professional qualification in Building Surveying, Building Pathology, Construction, Building Engineering or a related discipline. • Professional membership of RICS, CIOB, CABE, RPSA or equivalent professional body. • Evidence of Continuing Professional Development (CPD). Desirable: • Level 6 Award or Certificate in Residential Building Pathology (or equivalent). • BRE Residential Building Pathology Qualification. • CSP Building Pathology Accreditation. • Retrofit Assessor, Retrofit Coordinator or Retrofit Designer qualification. • Qualification in Housing Health and Safety Rating System (HHSRS).	A/I
KNOWLEDGE & EXPERIENCE (<i>e.g. report writing, office experience, Microsoft office</i>)	
Essential • Experience managing housing repairs arising from HHSRS assessments and statutory housing condition requirements. • Experience implementing or managing compliance with Awaab's Law operational requirements. • Detailed understanding of Awaab's Law Phase 1 damp and mould requirements and the proposed Phase 2 and Phase 3 expansion to wider housing hazards. • Experience assessing, prioritising and managing Category 1 and Category 2 hazards in accordance with HHSRS methodology. • Experience working within a regulatory environment subject to Housing Ombudsman scrutiny and consumer regulation requirements. • Significant experience investigating damp, mould and condensation within residential housing stock. • Demonstrable experience undertaking root-cause analysis and building pathology investigations. • Experience diagnosing building failures including: ○ Condensation. ○ Penetrating damp. ○ Rising damp. ○ Thermal bridging. ○ Ventilation defects. ○ Water ingress. • Experience managing complex damp and mould cases involving vulnerable households. • Experience delivering services within social housing regulatory frameworks. • Experience preparing technical reports for legal, regulatory or complaint investigations.	A/I

• Experience managing specialist contractors and consultants. • Detailed knowledge of Awaab's Law requirements and implementation. • Detailed knowledge of Housing Ombudsman recommendations regarding damp and mould. • Detailed knowledge of HHSRS and hazard assessment. • Demonstrable professional experience in Building Pathology, including diagnosis of moisture ingress, condensation, thermal bridging and associated building defects, supported by a recognised qualification in Building Pathology or equivalent specialist expertise. • Demonstrable knowledge of health & safety legislation, including asbestos and CDM requirements.	
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
• Highly developed numerical and data analytical skills. • Excellent IT skills including a good working knowledge of Microsoft office. • Excellent verbal and written communication skills. Excellent contract management skills. • Excellent project management skills. • Highly effective decision maker. • Ability to explain complex technical information to colleagues and stakeholders in plain English. • Able to analyse data and produce reports. • Able to read, analyse and interpret documents, plans, rules & regulations. • Methodical and organised approach to planning, implementation and record keeping. • Able to work effectively within a multi-disciplined team. • Strong diagnostic and analytical skills with the ability to identify root causes of damp, mould and condensation issues. • Ability to interpret and apply building pathology principles to complex property defects. • Ability to assess risks to resident health and wellbeing arising from damp and mould. • Ability to make evidence-based decisions and justify technical recommendations. • Strong report writing skills, including production of technical reports suitable for complaints, legal proceedings, Ombudsman investigations and regulatory review. • Ability to manage complex cases involving vulnerable residents and multiple stakeholders. • Strong negotiation and influencing skills to drive timely resolution of defects and contractor performance. • Good understanding of data management, performance reporting and compliance monitoring. • Ability to challenge poor performance and hold contractors and consultants accountable for service delivery. • High level of attention to detail and commitment to maintaining accurate audit trails and records. • Able to communicate effectively at all levels in a manner relevant to the audience. • Able to build effective relationships with internal and external customers. • Able to operate independently representing a specialist area. Able to prioritise conflicting demands when under pressure.	A/I

• Able to consider and show respect for the views and opinions of others. • Willingness to undertake training to meet changing needs. • Ability to interpret housing legislation and apply statutory repair obligations to complex housing condition cases. • Ability to assess risk and determine appropriate interventions where resident health and safety may be compromised. • Strong understanding of repairs planning, prioritisation and contractor performance management in a regulated housing environment. • Ability to maintain comprehensive compliance records capable of withstanding regulatory, legal or Ombudsman scrutiny.	
BEHAVIOURS Behaviours will be tested at interview against the Council's values (further detail below)	
• Empowering, valuing and developing our people • Valuing our customers • Being open and honest • Taking ownership Being ambitious • Demonstrates a resident-first approach, prioritising health, safety and wellbeing in decision-making. • Takes personal ownership for resolving damp and mould issues and delivering sustainable outcomes. • Acts with professional curiosity, investigating root causes rather than relying on assumptions. • Uses evidence and data to inform decisions and service improvements. • Demonstrates professional integrity and independence when providing technical advice. • Promotes continuous learning and shares good practice across the service. • Works collaboratively across departments to achieve timely and effective solutions for residents. • Responds constructively to complaints and learning outcomes, driving continuous improvement.	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



Our Values

...we believe in

 OUR PEOPLE We empower, value and develop our people to work together as one dynamic and efficient team.	 OUR CUSTOMERS We care about delivering high quality, customer focused outcomes with our communities and partners.	 BEING OPEN and HONEST We are open, transparent and truthful.	 TAKING OWNERSHIP We take pride in our work and take responsibility for our actions.	 BEING AMBITIOUS We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.
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PROUD
to display
the **BADGE**

COMMITTED



disability
confident

EMPLOYER



Accredited
2026

MENTAL HEALTH AT WORK
COMMITMENT



DYING TO WORK



MINDFUL EMPLOYER

