

JOB PACK

Disrepair Case Manager

Creating homes.
Building lives.





ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Location:	Cavendish 249, Cavendish Street, Ashton Under Lyne, OL6 7AT OR Turner House, 56 King Street, Leigh, WN7 4LJ.
Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5 day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities and much more. Please visit the benefits page on our website for more information.
Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	<p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs</p>
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

Our Disrepair team is a small but dedicated team within the Chief Executive's Department. The team co-ordinates and manages disrepair claims received for properties across the whole group.

Role Summary

As Disrepair Case Manager you will co-ordinate and manage all the disrepair cases within a geographical area. You will ensure that all casework and legal documentation is dealt with in a timely manner in order to minimise the financial impact of disrepair on the business.

You will have a sound knowledge of reviewing disrepair claim, assessing their risks and merits, preparing effective and appropriate responses to legal firms, robust negotiations with legal firms and acting as a witness for the company in the event of disrepair trials.

To be successful in this role you will need to demonstrate significant knowledge of disrepair and housing conditions matters through extensive and relevant experience along with effectively co-ordinating and managing disrepair matters and a proven track record of doing so.

Responsible To: Group Disrepair Manager

MAIN TASKS OR ACTIVITIES

1. Acknowledging and recording receipt of letter of claim and other correspondence from solicitors.
2. Arranging for the property to be inspected by a surveyor at the earliest opportunity.
3. Updating systems on the status of disrepair claims.
4. Preparing and sending a response to the claimants solicitor based upon the findings of our inspection of the alleged defective property.
5. Liaising with and briefing Jigsaw Group appointed solicitors and providing the necessary information to enable them to act on our behalf.
6. Co-ordinate responses to Jigsaw Group appointed solicitors.
7. Progress monitoring any building works required to remedy disrepair, closely liaising with Asset Management, Building Maintenance and Rents and Letting Teams.
8. Arranging a joint inspection of the property by expert witnesses.
9. Maintaining accurate records and documentation for disrepair claims.
10. Responding to queries regarding ongoing disrepair claims.
11. Assessing the Association's risk and liability for the alleged disrepair claim.
12. Ensure that all casework and legal documentation is dealt with in a timely manner.
13. Fully assess validity of claims, provide robust arguments for defence and negotiate settlements where required.

14. In consultation with Group Disrepair Manager making an offer to the tenant's solicitor and respond to offers made by the tenant's solicitor in order to settle the claim, including negotiation of compensation and associated costs.
15. Act as a witness for the company and attend court hearings and trials as a witness for the company with regard to disrepair claims.
16. Liaise with internal teams within the Group to obtain the necessary information to manage the disrepair claim.
17. Assist with performance management, including production of appropriate performance data including quarterly and annual statistics as required.
18. This job description is not exhaustive, nor is it intended to be, but should give the post holder a good understanding of the demands of the job. You are expected to be flexible to maintain the good reputation of the team and will therefore, be asked to carry out other tasks that are unforeseen at this time.
19. Follow all Group policies and procedures in accordance with the role. Complete mandatory training when requested to ensure compliance with Group policies and procedures.
20. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
21. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Director or Operations Director commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- Knowledge and experience of the Housing Conditions Protocol and dealing with and managing housing conditions/disrepair claims.
- Knowledge and experience of Housing Law and property maintenance. Qualified to at least Level 3 or HNC level in a relevant subject.
- Effective and persuasive communicator to a range of audiences in writing and speech.
- Experience of using housing management IT systems to identify and record information relating to customers and/or properties.
- Experience of using databases and spreadsheets to record, monitor and track information.
- Excellent organisational skills with the ability to maintain accurate and up to date information, records and reports, organise your own schedule, prioritise workloads, meet deadlines and work well under pressure.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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