

Building homes,  
independence  
and aspirations



## Job Profile

Job Title	Property Inspector		
Job Reference No.	HOMEJD1180	Date of issue:	March 2026

### The job in a **nutshell...**

You provide technical advice relating to any issues or defects within our properties' stock at Home Group, making recommendations and providing cost-effective solutions. Keeping the customer at the heart of all service delivery.

Working with colleagues across maintenance and our wider operations directorate to collaborate with contractors and key stakeholders, ensuring end-to-end completion of works with strong customer and colleague communication.

### What **success** will look like...

Customer-led property inspections take place smoothly and on time, with clear findings that help customers understand any issues in their home. Any issues or defects are identified with confidence, with cost-effective solutions and maintenance work orders are raised promptly, so repairs are planned and delivered without delay.

Carrying out detailed inspections for damp, condensation, as well as full property inspections to identify any repairs or defects. The right repairs are identified early, advice is clear and reassuring for customers, and the information gathered supports accurate planning and prioritisation of work.

Potential asbestos containing materials are recognised quickly. Survey requests are coordinated without delay, results are interpreted with confidence, and permissions of works move forward based on sound, evidence led decisions.

Recording and reporting systems are used well, so inspection data is complete, accurate and easy to access. Colleagues can rely on the information because it is consistent, well organised and kept up to date.

Your technical advice is trusted, handling all insurance claims and customer complaints effectively from start to finish. Inspecting, coordinating, and processing works associated with customer permissions for alteration requests are coordinated smoothly. Customers feel informed and works progress in a safe and compliant way.

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Providing a high-quality service, resolving complaints and dissatisfaction cases at pace with both internal and external stakeholders. You confidently address and resolve challenging issues to achieve satisfactory outcomes.

Design adaptations for vulnerable customers are checked with attention to detail and approved confidently. The right solutions are put in place so homes meet individual needs and support safe, independent living.

Post-inspections and quality checks are carried out consistently, and both contractor and internal delivery teams' standards remain high. Work is delivered within budget, timelines stay on track, and the balance between quality, cost and resources is maintained. Health and safety requirements and regulations are met every day, with a strong culture of safety which is visible in how work is planned, reported and delivered throughout the directorate.

You'll already have these **brilliant** skills, qualifications and knowledge...

<b>Transferable Skills.</b>	<b>Technical qualifications, experience and knowledge.</b>
<p><b>We are one team, unique and valued</b></p> <ul style="list-style-type: none"> <li>• We are role models and supportive allies</li> <li>• We treat each other with respect, dignity and trust</li> <li>• We challenge inequality and discrimination</li> </ul>	<p><b>Construction qualification and repairs knowledge</b></p> <ul style="list-style-type: none"> <li>• A minimum ONC in construction (or equivalent such as NVQ Level 3 trade qualification) and relevant experience in a construction-related field, with sound technical and property repairs knowledge</li> <li>• PCAQT and HHSRS qualification, or willingness to complete it after joining us, to be able to manage and advise on damp and mould</li> </ul>
<p><b>We are intuitively collaborative</b></p> <ul style="list-style-type: none"> <li>• Be brave, communicate and collaborate with people beyond your usual team</li> <li>• Work with others as part of one Home Group team</li> <li>• Mentor and shadow others to share knowledge</li> </ul>	<p><b>Housing legislation and standards</b></p> <ul style="list-style-type: none"> <li>• A good knowledge of Building and Planning regulations, Decent Homes Standards, Landlord and Tenant Act particularly, Homes (Fitness for Human Habitation) Act.</li> </ul>
<p><b>We get where our customers are in their lives</b></p> <ul style="list-style-type: none"> <li>• Walk in our customers' shoes</li> <li>• Listening to customers to understand their needs</li> <li>• Recognise each customer is different and adopt a flexible personal approach</li> </ul>	<p><b>Inspection and reporting</b></p> <ul style="list-style-type: none"> <li>• Strong literacy, numeracy, technical, and IT skills with the ability to accurately record and report inspection findings.</li> <li>• Confident in using access equipment</li> </ul>

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

CIOB professional registration.

Up-to-date knowledge of the housing sector and the external factors that can influence or change the way we work, so we can pre-empt and prepare for change proactively.

A commercial mindset, being curious and confident to challenge, keeping projects and programmes of work to be delivered on time and within budget.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care, and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity, and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £ 0	
Manages People	No	# of direct reports circa 0	
Travel	Frequent	Driving Essential	Yes
DBS	Basic		

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