

Job Profile

Job Title	Home Condition Manager		
Job Reference No.	HOMEJD992	Date of issue:	July 2025

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

You will be responsible for our Home Condition Survey team which carry out stock condition surveys and Domestic Energy Assessments of our customers' homes, you will look for opportunities to expand the service and have a great eye for the detail in our data.

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

You will manage our fantastic surveying team, helping them with everything from technical questions to health and safety issues, pulling the collected data together to produce accurate and timely condition information that can be fed into the planned investment programme and making sure our customers know what the service is all about.

You will organise address and survey information for the team, so they know where to and what to do, undertake quality assessments of the teams work to ensure that a high standard of work is being produced.

Be able to come up with ideas and implement them to make sure the team are performing at their best, always promoting and improving the service, it's not just business as usual!

Constantly support and expand the team's technical knowledge and keep up to date with new regulations and best practice.

Develop processes and procedures to support with quality control of externally obtained stock condition data

Everything we do will be for the right reasons at the right times; you'll be able to articulate how your team are performing, what your challenges are, what support you need, and how you're going to achieve it at any given time

You'll embrace change, seeking and acting upon feedback from your stakeholders

Working collaboratively with key stakeholders within the wider operations directorate and maintenance ensuring end to end completion of works with strong customer and colleague communication throughout.

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

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>We are great influencers</p> <ul style="list-style-type: none"> • A real self-starter • Build rapport and develop relationships • Adapt your style to meet the needs of others 	<ul style="list-style-type: none"> • A degree in the build environment or equivalent experience • Understand the collection of stock condition information in social housing
<p>We intuitively collaborate</p> <ul style="list-style-type: none"> • Work with others as part of one Home Group team • Mentor and shadow others to share knowledge • Be open, respectful and value different opinions and ways of working 	<ul style="list-style-type: none"> • Be a great communicator with skills to create new ideas/ways of working and can evidence how you bring people with you on that journey
<p>We have an eye for detail</p> <ul style="list-style-type: none"> • Applying legislation, working within policies and procedures • Work in a safe, effective, caring and well-led way • Use performance information to drive improvements 	<ul style="list-style-type: none"> • Able to demonstrate use and understanding of digital surveys and how they can be developed and improved • Have experience in formulating planned works data in a way that makes sense to the business

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

It would be ideal if you had experience of using Integrator, for data application and Notus software, for the actual survey collection.

Knowledge of HHSRS and DEA would also be of great benefit

You will need to have a keen interest in sustainability and work to develop the offering that the team can provide in the future.

Ability to write clear and concise reports

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...

You'll be a budget holder? No ☐ Yes ☒ ... up to £250k.

You'll manage people? No ☐ Yes ☒ ... around 6 to 9 direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☐ Frequent ☒

This role requires a DBS check No ☐ Yes ☐

Basic ☐ Standard ☐ Enhanced ☐



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