

Job Description

Job title	Latent Defects Manager
Profession:	Customer & Community
Band:	D
Directorate	CIDO (Investment and Development)
Accountable to	Head of Aftercare

Job Purpose:

The Latent Defects Manager is the regional lead professional and subject-matter expert for all latent (structural) defect matters arising after the Developer Liability Period (DLP). The post holder exercises significant autonomy and technical authority, overseeing the full lifecycle of latent defect investigations—from diagnosis and strategic direction of remediation, through negotiation with developers and warranty providers, to ensuring high-quality resolution for customers and the business.

This role applies expert construction, warranty, and building pathology knowledge post-completion, directly influencing dispute outcomes, organisational learning, and future construction standards. The role actively shapes policy improvements, contributes to quality governance, and delivers high-level insight to support strategic decision-making.

The Latent Defects Manager represents the organisation as a credible voice of expertise when engaging with senior representatives from developers, contractors, warranty bodies, consultants, internal leadership and residents.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the Head of Aftercare, this role will deliver key accountabilities.

Key Accountabilities:

Regional Leadership and Technical Authority

- Act as the organisation's regional technical lead for all latent defect matters, providing expert advice to senior stakeholders, internal teams, and external partners.
- Exercise professional autonomy in determining investigation strategies, advising on liability, and recommending remedial approaches.
- Influence and challenge contractors, developers, warranty providers and consultants where standards, obligations or performance fall short.
- Provide expert guidance to internal teams, shaping decision-making on complex or high-risk cases.

Strategic Case Management and Defect Diagnosis

- Lead high-complexity case investigations, using technical expertise to determine root cause, liability and risk.

- Direct and commission specialist surveys, invasive investigations and structural assessments where required.
- Provide high-quality technical reports with clear recommendations for recourse, claim routes, or internal resolution.
- Ensure rigorous management of all cases, from initial assessment through to closure, maintaining exemplary standards of accuracy and compliance.

Warranty, Developer and Contractor Recourse

- Lead the preparation, submission and negotiation of warranty and developer claims, ensuring evidence meets technical, contractual and legal thresholds.
- Act as the primary escalation point for cases where developers or warranty providers dispute liability or performance.
- Drive financial recovery through robust challenge, negotiation and use of contractual rights.
- Manage relationships at a senior level with legal teams, warranty providers, developers and consultants.

Direction of Remedial Strategies

- Oversee and direct the delivery of remedial works arising from latent defect cases, ensuring technical quality, regulatory compliance and risk control.
- Provide senior oversight to contractors and consultants, holding them accountable for programme, quality and customer impact.
- Ensure that all remedial solutions reflect best practice, warranty standards and long-term asset resilience.

Insight, Quality Governance and Continuous Improvement

- Lead the identification and analysis of regional defect trends, systemic issues and emerging risks.
- Produce strategic insight reports for senior leadership, highlighting opportunities to strengthen design, specification, construction processes and employer requirements.
- Influence the development of organisational standards, policies and technical guidance to reduce future latent defects.
- Actively contribute to governance forums, quality reviews, and lessons-learned workshops across CIDO and wider business teams.

Senior Stakeholder and Customer Engagement

- Serve as the key point of contact for complex or high-profile customer cases, providing clear, empathetic and authoritative communication.
- Engage proactively with senior internal and external stakeholders, ensuring expectations are managed and outcomes are transparent.
- Uphold SNG's reputation through professional, well-reasoned and customer-centred decision-making.

General

- Role-model organisational values and behaviours, demonstrating leadership, professionalism and accountability.
- Promote and uphold health and safety principles in all investigations, site activities and decision-making.
- Maintain professional competence through ongoing CPD and awareness of evolving regulatory, warranty and industry standards.
- Undertake duties commensurate with senior professional status to support the evolving needs of the Aftercare service.

Knowledge and Skills:

Essential

- Extensive experience in construction, building pathology, surveying, technical investigations, or structural defect analysis.
- Strong working knowledge of building warranties, technical standards, and contractual frameworks.
- Demonstrable experience leading complex technical investigations or dispute resolution.
- Excellent analytical and diagnostic skills, with ability to interpret as-built drawings, specifications and structural information.
- Proven ability to influence, negotiate and challenge senior external stakeholders.
- Outstanding written and verbal communication skills, capable of producing authoritative reports for senior audiences.
- Strong organisational and prioritisation skills, with ability to manage complex caseloads under minimal supervision.
- High level of professional credibility, confidence and resilience.
- Full UK driving licence and access to a business-insured vehicle.

Desirable

- Professional qualification (e.g., MCIQB, MRICS, MICE) or pathway towards accreditation.
- Experience in construction defect claims, warranty dispute resolution, or technical expert witness processes.
- Knowledge of modern methods of construction (MMC), BIM and digital construction documentation.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4969	Lianne Head	04/2025	
2.0	4969	Lianne Head	01/2026	
3.0	4969	Lianne Head	03/2026	