



JOB DESCRIPTION

POST:	BUILDING MAINTENANCE SURVEYOR
DEPARTMENT:	Housing Operations and DLO (Direct Labour Organisation)
REPORTING TO:	Senior Building Maintenance Surveyor
RESPONSIBLE FOR:	No Line Management Responsibility
GRADE:	6

ORGANISATIONAL CONTEXT:

To deliver a full range of professional surveying services within Housing Operations and the DLO. The role will ensure statutory and industry best practices; provide expert technical advice; and offer support and guidance on building-related matters and enquiries, often of a complex or multifaceted nature. To contribute to continuous improvements and help deliver top-quartile performance within the DLO and across Building Services.

MAIN JOB PURPOSE:

This role has the responsibility for surveying duties including, but not limited to, providing specifications of complex works, managing and coordinating works, mutual inspections, disrepairs cases, void inspections and specifications, minor works projects, building pathology, damp and mould cases, complaint resolutions and ensuring work deadlines are delivered, highest technical standards are achieved with full compliance to legislative and statutory requirements.

To be responsible for the surveying and inspections of works creating maximum efficiency, ensuring key performance indicators are maintained to the desired level. To support the Senior Surveyor in the planning and execution of surveying works.

Ensure that all surveying tasks are completed within set timescales to comply with policies and procedures. This includes working with both internal and external stakeholders to ensure that works are delivered within agreed timeframes and to the desired quality of workmanship.

DUTIES AND RESPONSIBILITIES:

- To inspect all housing stock and building works, prepare specifications; compile tender/contract documentation to deliver repairs and planned works.
- To undertake all surveying functions around repairs, voids, planned and cyclical works, mutual exchanges, legal disrepairs and complex structural issues ensuring the highest standard of technical advice and service delivery is provided.
- To deal with technical surveying complaints working with the Customer Resolutions Officer to provide first-class customer service.
- To undertake minor works projects often of a complex nature.
- To undertake all void works including inspections, specifications and sign-off.

- Deciding on the best technical solution and the extent of repair work to be undertaken by the DLO or specialist contractors and if completed repair work is to an acceptable standard.
- Work within authorised budgets and to agreed quality standards.
- Provide expert advice and resolutions on all aspects of building pathology including defects, decay and building performance.
- Responsible for damp, condensation and mould cases, providing expert technical advice and ensuring all cases are resolved to the appropriate standards and customer satisfaction.
- Take responsibility for obtaining any specialist reports, arranging testing, obtaining quotes and processing payments for these. Produce work plans for remedial works including liaison with other services, contractors, specialists and utility companies.
- In conjunction with the service provider, design and specify any major works ensuring required standards of quality, performance and value for money are met and maintained.
- Take responsibility for seeking Party wall permissions where relevant and dealing with any works in conservation areas and listed buildings.
- Take on any responsibilities as required under the Construction, Design and Management (CDM) Regulations for appropriate building works.
- To excel in customer care provision.
- Assist the in-house team and contractors to achieve top-quartile performance in all aspects of the services.
- Limit risk to the organisation through working knowledge of legislation risk management.
- Carry out pre and post-inspections and specify, authorise and manage works to completion.
- Project manage customer requests.
- Work with the Senior Repairs Officers to organise workloads and effectively manage communications.
- Work with the Voids contract manager and coordinator as well as contractors to deliver the highest standards of void works.
- Manage complaints from contract inception to completion.
- Provide surveying duties around legal Disrepairs.
- Attend partnering and contractors' meetings ensuring that works have been carried out to the correct quality and standard ensuring VfM and agreed standards are being adhered to.
- Carry out Health and Safety Audits monthly to ensure that our in-house team and contractors are compliant with on-site Health and safety standards.
- Carry out post inspections (on own or jointly with the partner) to ensure that adequate repairs and safety checks of gas and electrical installations have been completed and the quality of works meets the required standard.
- To exercise financial control over relevant budgets, achieve value for money and ensure that all contract conditions are fulfilled in line with the agreed pricing framework.
- To assist the Senior Surveyor in the preparation of all performance reports and business analysis relating to repairs.
- To update databases on the stock condition and any additional works that have been delivered so that all-time data is accurate across the housing portfolio.
- To work with the Assets Team providing surveying duties around complex surveying works, major and planned works, compliance, feeding into stock condition surveys and updating stock information on databases.
- To bring forward suggestions for service improvement, to assist with developing processes and training sessions and working groups where needed.
- To maintain an up-to-date knowledge of legislation, regulations and best practise, relevant to the services provided.
- To take responsibility for achieving personal targets by ensuring that continuous professional development (CPD) is maintained and updated to meet service needs.
- To undertake all duties with due regard to Health & Safety legislation.
- To undertake any other duties and responsibilities as required.
- The role will be part of an out-of-hours call-out rota.

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**

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 post holder 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>	
<ul style="list-style-type: none"> Ideally a RICS accredited surveying degree or a minimum HNC standard. NEBOSH Certificate in Health and Safety A sound knowledge of building defects and solutions and the ability to estimate building costs. Thorough knowledge of current and appropriate legislation with regard to building works, including CDM and H&S legislation. A good technical knowledge of housing properties and their building and service components. A full valid driving licence. 	<p style="text-align: center;">A</p>
KNOWLEDGE & EXPERIENCE <i>(e.g., report writing, office experience, Microsoft Office)</i>	
<ul style="list-style-type: none"> Significant experience in building surveying/maintenance works for domestic properties. Significant experience in housing responsive repairs including experience working in a customer service organization providing a high-quality service to members of the public consistently and sensitively, according to their needs and customer care standards. High level of expertise in building pathology. Experience in contract, financial and project management. Working knowledge of relevant forms of building contracts and modern methods of procurement 	<p style="text-align: center;">A / I</p>

<ul style="list-style-type: none"> • Appropriate working knowledge of Building Regulations, CDM Regulations, Landlord and Tenant law, planning, party wall legislation and mutual exchanges. • Appropriate knowledge of relevant health and safety legislation and ideally the Housing Health and Safety Rating System. • Able to obtain and understand information and to communicate it concisely and simply to contractors, customers, colleagues, and managers. • A good level of oral and written communication skills and the ability to use plain English. • The ability to clearly explain issues, explore solutions and negotiate satisfactory outcomes with repair contractors' other agencies. 	
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> • General office skills, including the use of various IT systems including Microsoft Office packages. • Good English language skills and the ability to communicate effectively in writing and person. • Resilience in all aspects of administration. • A positive attitude to be flexible within the requirements of the role, and to forge and maintain effective interdepartmental working relationships. • Tact and diplomacy in all interpersonal relationships with customers, both internal and external. • Have a tactful approach to problems and be able to handle difficult situations. • A methodical, organised approach to work, self-motivation and personal drive to complete tasks to the required quality and within timescales. • Good problem-solving skills and attention to detail are important. • Good coordination and organisation skills. • The ability to work independently with some supervision and support and manage your workload and that of a team to ensure objectives are met. • A willingness to learn and develop. • Understanding of and commitment to the principles of equality and diversity. 	A/I
BEHAVIOURS Behaviours will be tested at the 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	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).	AI



Our Values

...we believe in



OUR CUSTOMERS



BEING AMBITIOUS



TAKING OWNERSHIP



BEING OPEN and HONEST



OUR PEOPLE

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.