



JOB DESCRIPTION

POST:	VOIDS SURVEYOR
DEPARTMENT:	Housing Repairs and Maintenance Team
REPORTING TO:	VOIDS Contract Manager
RESPONSIBLE FOR:	No Line Management Responsibility
GRADE:	6

ORGANISATIONAL CONTEXT:

To deliver a full range of professional void surveying services within the Housing Repairs and Maintenance Team (HRM). 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. You will provide support to ensure all our void homes are refurbished to the lettable standard and that our contractors deliver a consistent high quality offering that drives great value for money. To contribute to continuous improvements and help deliver top-quartile performance within the HRM.

MAIN JOB PURPOSE:

This role has the responsibility for surveying and inspection on void properties including, but not limited to, providing specifications of complex works, managing and coordinating works, , 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 Void Contract Manager in the planning and execution of void works.

Ensure that all 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:

- Inspect all void properties, accurately diagnose repairs, and prepare clear and concise specifications and works orders.
- Undertake pre- and post-void inspections, ensuring works are completed to the required standard, within budget, and in line with agreed void specifications.
- Work within authorised budgets and to agreed void standards and monitor and evaluate the quality, cost, and timeliness of void works using data and insight to drive continuous improvement.
- Manage contractor performance on-site, ensuring compliance with Health & Safety standards, CDM Regulations, and the organisation's code of conduct.

- Liaise with the Voids Contract Manager, Void Coordinators, and contractors to ensure effective communication, workload management, and timely delivery of works.
- Authorise, track, and control variations, ensuring all works deliver value for money and comply with financial and procurement procedures.
- Resolve technical complaints in collaboration with the Customer Resolutions Officer, maintaining high levels of customer satisfaction.
- Arrange specialist surveys, obtain quotes, and coordinate remedial works where required, including liaison with utilities, specialists, and statutory bodies.
- 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
- Ensure statutory compliance, including gas and electrical safety checks, are completed and documented before property handover.
- Attend contractor and partnership meetings, reporting on performance, quality, and service standards.
- Provide accurate updates on stock condition and completed works to maintain up-to-date asset and system records (e.g., Open Housing).
- Take responsibility for seeking Party wall permissions where relevant and dealing with any works in conservation areas and listed buildings.
- Support the preparation of void performance reports, audits, and improvement initiatives.
- Maintain current knowledge of legislation, regulations, and best practice relevant to voids and property services.
- Take responsibility for personal development and achievement of agreed objectives through continuous professional development (CPD).
- Undertake duties with full regard to Health & Safety legislation, policies, and procedures.
- Carry out any other related duties as required to ensure effective delivery of the voids service.

Additional information

- a) Does this job require a DBS check? 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>	
- HND or equivalent technical qualification (e.g. Building Surveying, CIOB) – desirable - CIH Level 4 or equivalent -desirable. - NEBOSH Certificate or equivalent in Health & Safety – essential - Minimum of 2 years in Housing Voids Surveying/Inspection - essential - Sound knowledge of building defects, cost estimation, and remedial solutions - Up-to-date understanding of building legislation, including CDM and Health & Safety regulations - Strong technical knowledge of housing construction, components, and services - Full, valid UK driving licence	A
KNOWLEDGE & EXPERIENCE <i>(e.g., report writing, office experience, Microsoft Office)</i>	
- Proven experience in property inspection, maintenance, refurbishment, or housing voids surveying - Strong understanding of building construction, defect diagnosis, and specifying repair works - Demonstrable experience managing contractors, assessing quality, and applying Schedules of Rates (e.g. SOR/M3NHF) - Knowledge of building safety, CDM, and relevant housing legislation (including HHSRS) - Competent in Microsoft Office and sector-specific software (e.g. asset or housing management systems) - Experience in contract, financial, and project management within a customer-focused housing service - Skilled in preparing concise reports, communicating technical information clearly, and negotiating solutions with contractors and stakeholders	A / I
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
- Excellent verbal and written communication skills, using clear and professional language - Strong organisational, coordination, and time management skills - Proven problem-solving ability and attention to detail - Resilient, adaptable, and able to work independently or collaboratively within a team - Ability to prioritise workloads, meet deadlines, and maintain service quality under pressure - Confident in managing difficult situations with tact and diplomacy - Committed to personal development, continuous improvement, and maintaining up-to-date technical knowledge - Demonstrates integrity, reliability, and a commitment to equality, diversity, and excellent customer service	AI

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

