

Property Surveyor



Team: Properties - Properties
Report To: Healthy Homes Manager
Grade: SH9 up to (£43,421)

Overview:

Our organisation is not just about providing good quality affordable homes, it's about transforming lives and our communities.

The main purpose of this role is to support the development of sustainable communities to live, grow, thrive, together through the delivery of high quality customer and neighbourhood focused services in respect of the repair and maintenance of the company's property portfolio.

You will contribute towards the delivery of a highly efficient and productive repairs and maintenance service that delivers the financial expectations of the company's Business Plan and meets the demanding expectations and aspirations of our customer base.

You will achieve this by engaging with our customers and the wider community on a day to day basis, carrying out pre and post repair inspections digitally or in person, and more complex property surveying duties, including fire damage remedial works and also attending emergency inspections and scaffold inspections, continually improving service delivery and driving up productivity through timely and accurate repairs diagnosis and works specifications.

Responsibilities:

- Conduct damp and mould surveys, carry out Housing Health and Safety Rating System Assessments (HHSRS), score and schedule in line with regulation both face to face and via remote video surveys.
 - To prepare specification briefs to commission or procure consultants and contractors to provide specialist services and/or reports in accordance with service requirements.
 - Provide a comprehensive inspection and surveying service to the company's housing stock and related assets.
 - Promote good quality customer care at all times and ensure all aspects of the role meet or exceed agreed service standards. Ensure that all elements of the service meet Salix Homes' objectives and exceed customers' expectations.
 - Develop effective working relationships with colleagues, partners and key stakeholders to support the delivery of a customer focused service.
 - Liaise with the repairs managers on matters relating to technical queries and escalated complaints, to guarantee a customer focused responsive repairs service is maintained at all times.
 - Ensure the service complies with all relevant Health & Safety at Work legislation, gas and electrical safety regulations, HCA's Regulatory Framework, and CDM regulations for work relating to the direct delivery of the repairs service. To be aware of legislation, codes of practice and good working practices relevant to all work activities and seek advice guidance and support where necessary in relation to these matters
 - Ensure your role operates in compliance with all Risk Assessments, Method Statements and COSHH Data sheets relating to your work to ensure the health and safety of our employees, customers and members of the general public.
 - To represent the company in any form of litigation relating to the repairs and maintenance of its housing assets, including attending court and the preparation of all relevant reports and correspondence.
 - To prepare work specifications, bills of quantities, drawings and all other contract and tender documents for contractors and consultants.
 - Assist the service managers in identifying opportunities to drive efficiencies in relation to all aspects of the property management function.
 - Produce and update programmes of works, and monitor their progress, including the progress of works on site to ensure the delivery of a first class product.
 - Provide cover, support and assistance to other surveyors within, as necessary, to ensure the delivery of an excellent repairs and maintenance service at all times.
 - Have knowledge of Northgate, CRM and Accuserve systems, with the ability to both update the systems and generate useful reports.
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- Manage suitable and timely communications within the service, to advise of escalations as they arise, including communications with managers in other service areas who may be affected by the matter(s) concerned.
 - To proactively seek to capture and respond to customer feedback and profiling information through a range of methods.
 - Promote, encourage and support customer involvement, digital shift and engagement in the service.
 - Promote a safeguarding culture within Salix Homes, including the safeguard and promotion of the welfare of children and vulnerable adults.
 - To demonstrate personal and professional behaviours that meet with Salix Homes Values. In doing so, establish and sustain trust and confidence with stakeholders, partners, tenants and communities, and positively promote and represent Salix Homes at all times.
 - Embrace and participate in own personal development initiatives in order to increase skills and knowledge to ensure that the objectives and targets of the service are met.

Profile Fit:

This role would suit a self-motivated property inspector/surveyor who has experience of inspecting and surveying domestic properties. You would be comfortable using your own initiative, able to adapt to changing work demands and would be capable of producing relatively complex specifications and ensuring high quality work is delivered both face to face and in digitally.

Not suitable for a person who is uncomfortable managing varying levels and types of demand and constant change. This role would not match a person who finds it challenging to operate via digital channels or in a service where their actions and outputs materially affect the service delivery of other teams or does not drive and have their own vehicle.

Main Stakeholders:

- **Customers**
- **Team Leaders / Supervisors**
- **Employees**
- **Contractors**
- **Third Party Suppliers**

Person Specification

Knowledge:

- Extensive technical knowledge of servicing, maintenance and repair work
 - Appropriately qualified to NVQ level 3, or equivalent, relating to your service discipline.
 - in-depth knowledge of H&S legislation in regards to the repairs and maintenance service
 - In depth knowledge of damp and mould related matters and resolutions with relevant qualification in Damp and mould identification and remediation
 - Knowledge and application experience of Section 11 of the Landlord and Tenancy Act 1985, Defective Premises Act 2004, section 10 of The Homes Act 2018 (Fitness for Human Habitation)
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Skills:

- Must be able to demonstrate a commitment to customer care and have a proven track record of delivering excellent front line services
- Must be able to demonstrate commitment to team work and willingness to work flexibly to meet the competing demands of the role.
- Must hold a full UK Driving Licence and have your own vehicle with business use insurance cover included
- Ability to accurately measure up works, use and interpret a range of surveying tools including damp metres

Experience:

- Previous experience of working in a repairs and maintenance service, preferably relating to a domestic property portfolio.
- Previous experience of managing a variable workload and of managing competing demands
- Have good knowledge of all Salix Homes systems including CRM (Microsoft Dynamics 365), Accuserve, Northgate and Keystone, with the ability to both update records and to generate and collate reports for use in litigation cases.
- Extensive technical knowledge of servicing, maintenance and repair work
- Experience of providing evidence as an expert witness in a court setting
- Experience of compiling accurate schedule of works

By ticking the box you agree that you have read, understood and accepted the content of this document.

Signed: _____

Date: _____
