

Subcontractors Surveyor



Team: Properties - Properties
Report To: Healthy Homes Manager
Grade: SH7 up to £37,336

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 which involve subcontractors, and complex property surveying duties, continually improving service delivery and driving up productivity through timely and accurate repairs diagnosis and specification.

Responsibilities:

- Provide a comprehensive inspection and surveying service to the company's housing stock and related assets.
 - Ensure subcontractor work is delivered to a high standard by post inspecting 10 percent of all work conducted against quality and cost.
 - Ensure that all subcontracted work is completed within two months of issue.
 - Ensure that all subcontractor jobs are updated with appointment details and outcomes of each visit within Accuserv.
 - Attend site to resolve any issues or complaints regarding subcontractors
 - Assess any work in line with agreed process values against cost of SOR's or quoted value, to ensure value for money is being provided seeking several quotations where required and discussing specification of works with contractors for the most cost-effective solution, ensuring financial compliance of contractors.
 - Discuss and seek approval of any work over your approval limit with the Healthy Homes Manager.
 - 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.
 - Provide support to the team and all stakeholders on matters relating to technical queries and escalated complaints, to guarantee a customer focused responsive repairs service is maintained at all times.
 - Record data against key performance indicators and spend for suppliers and support contractor performance review meetings.
 - Lead on contractor review meetings
-

-
- Oversea the preparation of submissions for payment ensuring they are accurate reflections of agreed works and costs.
 - Update repairs systems with agreed costings and quote approvals to ensure a real time view of spend is maintained.
 - 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.
 - To prepare specification briefs to commission or procure consultants and contractors to provide specialist services or reports in accordance with standing orders.
 - Provide cover, support and assistance to other property surveyors, as necessary, to always ensure the delivery of an excellent repairs and maintenance service.
 - 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 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 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 Subcontractor work in 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.
- 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 in a service where their actions and outputs materially affect the service delivery of other teams.

Main Stakeholders:

- Contractors
 - Customers
 - Employees
 - Third Party Suppliers
 - Team Leaders / Supervisors
 - Choose an item.
-

Person Specification

Knowledge:

- Technical knowledge of inspection or maintenance and repair work.
- Demonstrates an in-depth knowledge of H&S legislation as it relates to the repairs and maintenance service
- Appropriately qualified to NVQ level 3, or equivalent, relating to your service discipline.
- Full understanding of the use of SOR's and prelims in a contractor management setting.
- Knowledge of and HHSRS assessments
- Appropriately qualified in identifying and treating the causes of Damp and Mould.

Skills:

- Proven ability to challenge poor practice in a results driven manner and drive a high standard.
- Proven ability to successfully manage a variable workload and competing demands.
- Excellent customer care skills and have a proven track record of delivering excellent front line services.
- Ability to work as a member of a team
- Ability to work flexibly to meet the competing demands of the role.
- IT skills including ability to use MS office
- Full UK driving license.

Experience:

- Experience of property inspection or working in a repairs and maintenance service
- Experience of working within a performance focused environment and having a proven track record of successfully meeting and exceeding performance targets.
- Experience in SOR management and challenging of subcontractors in terms of over / under reporting of work, and the quality of work delivered.
- Experience of subcontractor performance meetings to ensure value is driven from the contract.

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

Signed: _____

Date: _____
