

## PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
<b>Senior Building Surveyor (Pathology)</b>	<b>Asset Surveys Information Manager</b>	<b>Asset Management</b>	<b>Asset Strategy Team</b>	<b>E</b>

<p><b>Job Purpose:</b></p> <p>Develop and deliver cost effective and efficient, local based property management services, including the management of disrepair cases, stock condition surveys, design, construction, maintenance, repair and refurbishment of YHG’s domestic, void and commercial properties.</p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul>
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### **Key Responsibilities:**

- 1.** Handling disrepair claims, with expert witness statements and preparation of specifications for remedial works.
- 2.** Responsible for the delivery and management of an efficient and effective building surveying service; including undertaking building surveys of vacant and occupied properties to identify defects, produce specifications and schedules of work.
- 3.** Undertake the effective management of contractors and suppliers, ensuring disrepair and repair & maintenance items are undertaken to the correct specification, the right quality, on budget and within the required timescales.
- 4.** Provide advice and recommendations to support the management of contractors and suppliers; including resolving contract disputes, cost and value management, planning applications, boundary disputes, regulatory compliance and completed works.
- 5.** Ensure buildings and works conform to the relevant regulations and technical standards.
- 6.** Effectively manage risk, identify and report any issues/breeches in relation to Health & Safety and to actively promote a safe working environment for all.
- 7.** Ensure complaints are responded to and resolved within agreed timescales, working closely with contractors to stop complaints escalating; feed into lessons learned to help shape and improve the future service delivery to customers based upon their feedback; work proactively to minimise complaints in the first instance.
- 8.** Ensure Operational Standing Orders are always followed, manage budget within target, contribute to EBITDAS and demonstrate value for money.
- 9.** Ensure key performance targets are met for the service area by working closely with customers, contractors and internal stakeholders.
- 10.** Provide technical knowledge and support to all areas of the business.
- 11.** Undertake additional duties appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent appreciation of professional and project-based building surveying matters</li> <li>• Strong knowledge of disrepair and Homes Fit for Human Habitation legislation</li> <li>• Strong knowledge of building legislation and maintenance management best practice</li> <li>• Good understanding and management of compliance, health safety and risk</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of the requirements and regulations facing social housing providers relating to asset management</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal communication skills</li> <li>• Ability achieve set targets</li> <li>• Commercial awareness to identify and support development of new products and services including digitalisation</li> <li>• Excellent IT skills</li> <li>• Ability to adapt to change in a quickly changing environment and to effectively solve problems</li> <li>• Proven planning, co-ordinating and organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Budget management and ability to demonstrate value for money;</li> </ul>

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Track record of working with a wide range of partners and stakeholders to achieve business results</li> </ul>	<ul style="list-style-type: none"> <li>Experience of supporting the management or delivery of asset maintenance contracts</li> <li>Experience of analysing management information identify areas of improvement</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>Relevant technical qualification e.g. RICS (Royal Institution of Chartered Surveyors) or CIOB (Chartered Institute of Building)</li> </ul>	
<b>People Management Responsibility?</b>	No line management responsibility	
<b>Budgetary Responsibility?</b>	Devolved budgetary responsibility to help and support the Asset Survey Information Manager in managing the allocated budgets for repairs and maintenance	
<b>Key Relationships (internal/external)</b>	Contact centre, Housing Management, Older People Services, Supported Housing, Commercial Team, Finance, Asset, Compliance, Health & Safety Team and the Complaints team. External Contractors, Service providers, Suppliers, Local Authorities and Environmental Health	
<p><b>Safeguarding of Children, Young people and Vulnerable Adults</b></p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>		

<b>Key Role Performance Indicators</b>
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| <ol style="list-style-type: none"><li>1. All timescales relating to activities within the disrepair process and the settlement of legal cases are met</li><li>2. All customer complaints are dealt with and resolved in line with the current client KPI targets</li><li>3. All inspections are recorded in line with operational procedure and timescales</li><li>4. The level of inspections undertaken meets current client requirements</li><li>5. All external contractors are managed and monitored against agreed KPIs and performance is discussed and recorded at the appropriate level. Any unresolved performance or KPI issues are escalated to the Operational Maintenance Manager at the earliest opportunity.</li><li>6. All customer and external stakeholder queries are responded to within 2 working days</li><li>7. All assigned DATIX incidents are reviewed and updated in line with the current client KPI targets and timescales</li><li>8. 100% of required mandatory and compliance training is completed within agreed timescales</li></ol> |
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<b>Date Role Profile Created/Updated:</b>
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<b>February 2021</b>
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