



## ROLE PROFILE

<b>Job Title:</b> Building Surveyor	<b>Role Reports to:</b> Senior Surveyor	<b>Business Function:</b> Repairs & Maintenance	<b>Grade:</b> F
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<b>Job Purpose:</b>  Deliver cost effective and efficient local based property management services, including the management, design, construction, maintenance, repair and refurbishment of Your Housing Group's domestic and commercial properties.	<b>Key Competencies:</b> <ul style="list-style-type: none"><li>• Flexibility &amp; Resilience</li><li>• Meeting Customer Needs</li><li>• Interpersonal Understanding</li><li>• Results Focus</li><li>• Commercial Focus</li><li>• Problem Solving &amp; Decision Making</li><li>• Building Relationships</li></ul>
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### **Key Responsibilities:**

1. Take responsibility for the delivery and management of an efficient and effective building surveying service. This includes undertaking building surveys of vacant and occupied properties to identify defects, produce specifications and schedules of work.
2. Support the Senior Surveyor with the effective management of contractors and suppliers, ensuring that repair & maintenance items are undertaken to the correct specification, the right quality on budget and within the required timescales.
3. Providing 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.
4. Ensure buildings and works conform to the relevant regulations and technical standards;
5. Effectively manage risk, identify and report any issues/breaches relation to health & safety and to actively promote a safe working environment for all;
6. Work proactively to minimise complaints in the first instance. Ensure complaints are responded to & resolved within agreed timescales, working closely with contractors to stop complaints escalating. Feed in to lessons learned to help shape and improve the future service delivery to customers based upon their feedback.
7. Handling insurance and disrepair claims with expert witness statements and preparation of specifications for remedial works
8. Ensure Financial Standing Orders are followed at all times, manage budget within target, contribute to EBITDAS and demonstrate value for money;
9. Support and 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 where necessary.
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>• Good appreciation of professional and project-based building surveying matters;</li> <li>• 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>• Proficient in the use of IT systems;</li> <li>• Strong interpersonal communication skills;</li> <li>• Can do attitude focussed on service improvement and value for money;</li> <li>• Ability to be effective in a quickly changing environment;</li> <li>• Commercial awareness to understand how this role supports delivery of YHG objectives;</li> <li>• Ability to solve problems – to be flexible and adaptable and able to respond to situations creatively;</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven planning, co-ordinating and organisational skills;</li> <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 to identify improvements required;</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant technical qualification (or working towards) e.g. RICS (Royal Institution of Chartered Surveyors ) or CIOB (Chartered Institute of Building) accredited HND or degree level qualification;</li> </ul>

<b>People Management Responsibility?</b>	This role has no line management responsibility
<b>Budgetary Responsibility?</b>	This role has devolved responsibility to help and support the senior surveyor in managing the allocated budgets for repairs and maintenance
<b>Key Relationships (internal/external)</b>	<p><b>Internal:</b> Contact centre, Housing Management, Older People Services, Supported Housing, Commercial Team, Finance, Asset, Compliance, Health &amp; Safety Team and the Complaints team.</p> <p><b>External:</b> Contractors, Service providers, Suppliers, Local Authorities and Environmental Health</p>
<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.</p> <p>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 customer complaints are dealt with and resolved in line with the current client KPI targets</li> <li>2. All inspections are recorded in line with operational procedure and timescales</li> <li>3. The level of inspections undertaken meets current client requirements</li> <li>4. 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 Senior Surveyor at the earliest opportunity.</li> <li>5. All customer and external stakeholder queries are responded to within 2 working days</li> <li>6. All assigned DATIX incidents are reviewed and updated in line with the current client KPI targets and timescales</li> <li>7. All timescales relating to activities within the disrepair process and the settlement of legal cases are met</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>	<b>November 2018</b>
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