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| **ROLE DESCRIPTION: Property Surveyor** |
| **Reports to:** Head of Responsive Repairs | **Responsible for:** Customer Service with property issuesDay to Day management of Contractors and Sub-contractors |
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| **Role purpose:** |
| To help deliver an effective repairs service (including works to empty homes); driving up performance and resident satisfaction to be ‘best in class’. Ensuring works are managed and that contractor performance is monitored to ensure high quality value for money services. To Liaise directly with all contractors and contribute in regular meetings with particular regard to the level of service, quality quantity, Health & Safety, cost control and meeting agreed completion dates. To work within Health and Safety regulations. Good team work with other sections and stakeholders. |
| **Key responsibilities:** |
| **Teamwork:** |
| 1. Contribute to the success of IDS through the effective delivery of property inspections and customer service.
2. Collaborate with and support others to create a team environment that enables everyone to perform at their best
3. Act as a role model for IDS’s values and culture.
4. Embeds service improvement, through collaboration and implementation of service strategies and plans.
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| **Delivery:** |
| 1. Pre-inspection of voids and larger value repairs including roof repairs, insurance works, water ingresses etc. Obtaining quotes as necessary, issuing variations and monitoring works in progress
2. Defects diagnosis (especially in relation to condensation and dampness) and advising tenants in relation to their repairing responsibilities
3. To ensure all complaints (including disrepair cases) and feedback are fully investigated and used to drive continuous improvement.
4. Quality control of repairs, including post inspecting works on site and via contractor’s portals and authorising invoices for payment
5. Health and Safety inspections of common and external areas & reporting
6. To assist in monitoring the budgetary expenditure.
7. To Identify and challenge any poor performance on quality or price and ensure the Head of Responsive Repairs is aware.
8. Provide technical advice to contractors and clients. Maintain and develop good relationships with existing and potential clients.
9. Responsible for ensuring Health & Safety policies and procedures are adhered to.
10. To use the information technology systems, communications and equipment, to assist in the monitoring of the daily business operation and performance.
11. To be responsible for the security of work places, plant and materials and other equipment allocated for operational requirements.
12. To attend meetings both inside and outside normal working hours with key stakeholders of the service.
13. To be flexible and to promote and represent IDS at all levels throughout the organisation and to external bodies.
14. Ensure all activities are carried out in compliance with IDS’s equal opportunity and diversity policy and procedure.
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| **Organisation wide:** |
| 1. Deliver value for money and make best use of resources to deliver the best outcomes.
2. Deliver operational excellence.
3. Comply with all organisational policy and procedures.
4. Ensure that operational risks are identified, removed or minimised.
5. Help to create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
6. Promote the values of IDS at all times and demonstrating a high level of commitment to diversity and inclusion.
7. Build effective relationships with all other IDS departments and staff to embed our “One Team” approach to service delivery
8. Helping out with other areas of the business as necessary
9. Help to ensure that IDS complies with all legal, regulatory and health and safety requirements.
10. These are not all listed here and will change over time as the organisation continues to grow and develop
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|  **PERSON SPECIFICATION: Property Surveyor** |
| **Experience and qualifications:** |
| * A strong record of demonstrable achievement in service delivery in Property Maintenance or similar field
* Recognised degree or relevant qualification; or equivalent relevant work experience. Evidence of continuing professional development would be an advantage
* Experience in managing contract or contractors, evidencing issues and managing associated administration
* Experience of working in partnership with internal (and external) stakeholders to deliver excellence
* Experience of collaborating and working as part of an effective team
* Full, valid driving licence

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| **Knowledge:** |
| * Knowledge of the relevant regulatory and statutory standards / regulations
* Comprehensive working knowledge of property related issues and duties imposed on social landlords
* Knowledge of the Building Regulations, British Standards, Approved Codes of Practice, CDM regulations, health & safety legislation, Regulatory Framework for Social Housing and standard forms of building contract.
* Understanding of relevant governance practices and issues
* Raising orders using NHF SORs
* IT literate / spreadsheets / databases / works ordering systems
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| **Skills:** |
| * Ability to use judgement and take ownership of decision making
* Ability to deliver services in line with service level agreements or service standards
* Ability to interpret, analyse and produce relevant management information
* Ability to manage risks and make sound judgements, whilst not being risk averse
* Good level of written, presentation and interpersonal communication skills
* Ability to manage budgets and operate tight budgetary control
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| **Attributes:** |
| * Transparent and open, acting with integrity and able to build high levels of trust
* Committed to diversity and inclusion
* Champions service improvement and encourages ideas
* Resilient and able to work under pressure
* Collaborative and inclusive
* Actively role model and champion the IDS vision, values and purpose
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