**Job Description**

Job Title: Housing Repairs Surveyor

Pay Grade: W5

Directorate: Communities

Team: Housing Assets

Reporting to: Housing Repairs Manager

Budgetary Responsibilities:

* **Staff – N/A**
* **Other Direct – N/A**
* **Other Indirect – N/A**

Total N/A

Job Purpose:

Work collaboratively with service managers, peers, contractors, and customers providing a one team, customer centric approach to service delivery ensuring the Repairs Service standard is delivered on a property-by-property basis.

* Working alongside the Housing Repairs Manager, oversee and manage the reactive repairs process by providing technical guidance, specifications, contract management and quality control to meet relevant regulations and consistently achieve the required lettable standard.
* Oversee and manage all Housing Disrepair Case repair works associated with the Council’s housing stock, providing technical guidance and prepare CPR 35 compliant reports and Scott Schedule with technical specifications that meet relevant regulations leading to homes being maintained to a high standard (including Decent Homes Standard).
* Be part of a surveying resource group within the Housing Assets Team and support peers and cover alternative work areas as and when required.
* Provide an excellent and responsive customer experience and service including all relevant communications necessary when undertaking this role.

Main Tasks:

1. Carrying out on own or jointly with the repairs service provider, full surveys to occupied properties as required, to diagnose serious and/or complex repair or structural issues, identify solutions and devise plans of work.
2. Take responsibility for obtaining any specialist reports, arranging testing, obtaining quotes and processing payments for these.
3. Produce work plans for remedial works including liaison with other services, contractors, specialists, and utility companies.
4. In conjunction with contractors, design and specify any major works required to major works voids. Ensuring required standards of quality, performance and value for money are met and maintained.
5. In conjunction with WBC legal team, carry out surveys of properties for disrepair cases and prepare CPR 35 compliant reports and Scott Schedule.
6. Provide detailed technical estimates for works, including obtaining any required building, gas and electrical works reports and estimates.
7. Carry out any assessments of properties and provide initial reports on options to facilitate referrals to asset management and capital delivery, homes & schools for, major structural works, larger homes schemes etc. Liaise with technical staff from these teams as needed to develop appropriate options.
8. Supervise any major repair works / disrepair case works on site to ensure that the required standards of quality and performance are provided and maintained.
9. Provide relevant and timely updates on progress of works to the Housing Repairs Manager.
10. Exercise financial control over repairs budget and report to Housing Repairs manager on any increased cost or additional works issues.
11. Authorise contractor invoices for payment and ensure completion of all contract instructions and variations of work and that all required documentation is provided to Transaction services to facilitate payment of orders.
12. Attend repairs performance and management meetings with / to deputise for Housing Repairs Manager as required.
13. Carrying out ( on own or jointly with the contractors ) repair inspections to categorise repairs in line with agreed criteria, to identify required pre and post repairs, rechargeable repairs, tenant’s improvements, and ensure they are completed to the “lettable standard” within the targets set.
14. Preparing inspection schedules and survey reports in plain English using appropriate technical descriptions of building components to support recommendations for works to be completed or action to be taken.
15. Carry out post inspections (on own or jointly with the contractor) to ensure that adequate repairs and safety checks of gas and electrical installations have been completed and the quality meets the required standard.
16. Proactively reporting repairs to individual properties and communal parts of blocks identified when making routine site visits.
17. Covering duties of the Housing Repairs Manager as necessary.
18. To build and maintain strong working relationships with the Council’s Housing Asset team and the wider council’s teams. Particular focus on maintaining and providing continuous improvement to the repairs service and relationship with contractors.
19. Maintain a good working knowledge of legislation/guidance and changes affecting delivery of building safety, asset management, repairs and maintenance services that might impact the Housing Service and Council.
20. To represent and promote the Council’s interests as they relate to the Council’s housing stock amongst other agencies, contractors, and organisations etc, and to promote good relationships and joint working initiatives to achieve Council’s objectives.

**People Management: N/A**

**Service Management: N/A**

**Financial Responsibility: N/A**

**Other Responsibilities:**

To carry out any other reasonable duties as required by the Housing Repairs Manager / Wider Housing Assets Management Team.

**Person Specification**

**Key:**

E = Essential, D = Desirable,
A = Application Form, I = Interview, P = Presentation, T = Test

Please list as required.

|  |  |  |  |
| --- | --- | --- | --- |
|  **Criteria** |  **Standard** | **E/D** | **Measure** |
| **Education & training** | * HND, CIOB in building or equivalent qualification/experience.
* HHSRS Training or Certification
* Working knowledge of building defects and the ability to identify solutions and remedial works.
* Completed training in health and safety fields, such as, asbestos awareness, fire safety, etc.
* Professional understanding and knowledge of the Construction Act and other relevant legislation
* CSCS Card
* Commitment to CPD
 | EEEDDD | AAAAAA |
| **Experience** | * Knowledge and experience in working within a local government housing service or Registered Provider (i.e. housing association) in a similar role.
* Proven experience in damp and mould surveying – (preferably in a housing setting) – (3-5 years).
* Detailed knowledge of the disrepair process and law relating to it.
* Knowledge of relevant legislation and codes of practice.
* Strong knowledge of building pathology and moisture related issues.
* Exceptional standards of customer care and the ability to deliver accurate and clear communications, especially on a face-to-face basis.
* Evidence of site-based surveying.
* Experience of collaborative working with a range of external organisations, contractors, and other council departments to achieve strategic objectives.
* Experience of working with Schedule of Rates, preferably the NHF Schedules
* Excellent written and verbal communication skills, including the ability to explain complex legal and technical issues to members of the public.
* Proven ability to Promote a positive health and safety culture.
* Excellent organisational skills with the ability to manage and prioritise workloads in an efficient, effective manner.
* Able to work collaboratively with colleagues to meet the needs and priorities of the Asset Management Team.
* Build and maintain effective working relationships with Contractors, resident groups, consultants, stakeholders, and internal departments at all levels. Excellent IT skills.
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| **Special Requirements** | * Excellent communication skills – both written and oral.
* Proven ability to develop and maintain effective relationships.
* Ability to prepare clear specifications of works / Scott Schedule reports.
* Ability to work well under pressure and work to statutory deadlines.
* Strong to excellent analytical skills and accuracy in work with an eye for detail.
* Ability to prioritise and organise work with minimal supervision.
* Ability to work on own initiative as well as part of a team.
* Willingness and ability to travel across the borough and wider where necessary.
* Occasional requirement to work outside normal office hours (including early morning or evening working)
* Occasional requirement to attend external meetings.
* Full clean driving licence and use of a vehicle for undertaking visits.
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**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | Yes |
| **Disclosure and Barring Service check required?** | Yes |
| **If yes, what level?** | Basic |
| **Is this a Politically Restricted Post?** | No |
| **Does this role have emergency responsibilities?** | No Choose an item.  |

**Role Map**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | **3** |
| Leading our People | **2** |
| Delivering for our Customers | **3** |
| Making Change Happen | **3** |
| Team and Partnership Working | **3** |
| Communicating Openly | **3** |
| Performance Management | **2** |