

Job Description

Post title	Housing Surveyor	Grade	E
Department	Housing & Assets Directorate	Post ref	

Overall job purpose

Assist in the delivery of an effective housing repairs and maintenance service by carrying out tasks requiring technical inspections, assessments and surveys of the housing stock, property and land. Assist in the production of specifications and appropriate documents, for the purpose of tendering.

Reporting relationships

Reports to: Principal Officer - Responsive & Voids Maintenance

Responsible for: N/A

Key tasks and responsibilities – post specific

To visit Tenants wishing to transfer or exchange properties in order to determine the condition of the property and to assess the repairs required and any repairs which are the responsibility to the Tenant.

Deal with requests from Tenants to carry out improvements and alterations to their home.

Visit properties and report any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are identified during day-to-day activities.

Make decisions on Tenants' improvements requests and notify applicants of the decision.

Provide technical and procedural advice and assistance on repair and maintenance works to both technical and non-technical employees.

Carry out stock condition surveys to determine the replacement dates of various property attributes and assist with the determination of the attributes of the Council's housing stock, associated condition definitions and replacement cost to be recorded on the maintenance planning computer module.

Provide written estimates for the making good of vandalism or damage to Council property where the police are pursuing the matter, or whereby a claim is to be processed via an Insurance Company and attend Court if required.

To inspect properties for repairs covering all building trades.

Complete any required written or electronic documentation to enable the accurate calculation of costs and property information.

Visit Tenants complaining or dissatisfied with the Responsive Repairs and Voids Maintenance Service and work proactively to try and pre-empt potential problems, endeavouring to deliver an excellent service at all times.

Preparation of technical specifications and tenders including any associated specialist reports with such processes.

Inspect completed jobs to check for quality, quantity, accuracy of claims / valuations and customer satisfaction, Sub-contractor submissions, ensuring work content and claims are accurate.

Investigate and gather appropriate information to initiate the recharging procedure for costs which are not the repair responsibility of the Authority, produce appropriate reports and witness statements, provide written estimates to insurance companies in relation to any incident arising from a claim following damage to property owned by the Council and attend Court as required.
Work in conjunction with the Repair Planners to resolve any operational issues and offer technical support.
Offer support and cover for other Housing Surveyors during periods of absence.

Key tasks and responsibilities – corporate
Operate according to the Council's corporate values and codes of behaviour.
Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.
Work effectively with all departments of the Council to ensure the delivery of quality services.

Equality Act 2010
The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.
If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.

Employee signature			
<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i>			
Employee signature:		Date:	

