

 <b>St Albans</b> City & District Council	<b>Job Description and Person Specification</b>	
<b>Job Title</b>	Maintenance surveyor – Housing Asset Management	
<b>Post Number</b>	P2429 and P2430	
<b>Grade</b>	PO1	
<b>Other Payments</b>	Essential Car user allowance, Professional Membership Fees, Standby Payments	
<b>Job Family</b>	Team PO	
<b>Service</b>	Housing	
<b>Progression</b>	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
<b>Hours per week</b>	37	
<b>Accountable to</b>	Specialist works manager	
<b>Date created/ reviewed</b>	July 2025	

### **JOB DESCRIPTION FOR MAINTENANCE SURVEYOR – HOUSING ASSET MANAGEMENT**

#### **Job Purpose**

Assist with the development of a modern, high performing repairs and maintenance, asset management service for our customers with specific focus, on disrepair, larger scale responsive repairs, and Awaabs Law.

Ensure compliance with all legal, regulatory and statutory requirements governing these areas of social landlord property management.

To undertake a full range of Professional Building Surveying duties relating to disrepair, larger repair works, mould and damp cases, ensuring the council fulfils its statutory and contractual repair obligations, and properties are maintained to agreed standards.

To undertake surveys, quality control inspections, design and specification, project management in relation to disrepair, larger scale responsive repairs, mould and damp cases, liaising with contractors, colleagues, residents, council members and other interested parties to ensure the smooth and effective completion.

Whilst this post is located in the Specialist works team it may need to support the Capital Projects Team and repairs team within the department. This could involve working on a particular project or providing support on a particular issue.

Work in line with the Council's Vision and Values to promote a culture which aims to deliver a high standard of service by working together to exceed our customers

expectations.

## Accountabilities

1. To undertake a variety of specialist surveys to report, analyse and rectify complex repairs and building defect issues. To work with the Council's selected Contractor to ensure seamless co-ordination of repair and maintenance works.
2. To work with internal and external legal representatives to develop Scott Schedules when engaging with disrepair matters. To ensure Scott Schedules are completed in full and arrange for sign off of completed work. To provide full reports and updates on all disrepair matters.
3. To investigate mould and damp reports and provide a detailed analysis of any works required. To ensure customers are updated with a full written report of the findings with a schedule of works within a timely manner and ensure all actions detailed within the report are met.
4. To take responsibility for the effective, efficient and consistent communication of complex information and monitoring of larger scale repairs to all stake holders not limited to other staff members, councillors and customers.
5. To support and deputise for the specialist repairs manager where required. This may involve leading internal and external meetings, attending committee meetings and resolving internal matters.
6. To provide detailed analysis of all mould and damp, disrepair and large scale repair works to the specialist repairs manager to enable them to present their findings to the operational core group for discussion.
7. To supervise the technical support officer, carry out 121 meetings and performance reviews and provide assistance on any required training to ensure career development.
8. To ensure the council meet its statutory requirement under homes fit for habitation, Awaabs law, decent homes legislation, building safety act and fire safety act. To ensure all properties are safe and free from hazards when notified of an issue.
9. To ensure that the health and safety of residents is safeguarded throughout the duration of works, including safe working practices, safe working environment, safe use of equipment and materials by contractors, ensuring all relevant legislation is complied with including those related to fire safety, Coshh, Awaabs law, asbestos, and CDM regulations.
10. To liaise positively and helpfully with tenants and members of the public in accordance with the Council's Customer Care Policy and to ensure the smooth and effective completion of works to Council property. This may involve chairing meetings, taking minutes and attending evening and weekend meetings.
11. To actively engage with resident engagement and ensure the "4 pillars" of the housing regulator reform are considered when inspecting, specifying and arranging works.

12. To update and amend policies and procedures when required by either a change of law or renewal of policies.
13. To deal with complex disrepair claims and to attend court as required on behalf of the Council. This will include providing statements, liaising with the Legal department, Council's Insurance Officer and undergoing cross examination in Court.

## Demands

- Climbing stairs, ladders, scaffolding whilst in the operation of duties. Up to 30 minutes 2/3 times a week
- Driving for up to 45 minutes, up to 15 times per week
- Continued use of VDU screens of up to 2 Hours 10-15 times per week
- The ability to deal with interruptions and reorganising own workloads 4-6 times on a daily basis at an average of 20 minutes
- Provision of full project management on multiple larger repairs orders providing regular contact and communication with stakeholders.
- Ability to work under pressure, to current legislation with minimum supervision.
- Ability to make decisions of substance without upward referral and be able to set out the rationale for the decision made.
- Ability to remain calm under pressure to meet deadlines from Section Managers
- Ability to deal with verbal abuse and aggressive behaviour up to 30 minutes , 2 times per week
- Responding appropriately to Councillors' and MP requests pursuing resident's complaints on current status and future works.

Potentially hazardous situations encountered in dealing with residents who have mental / drug / behavioural issues when visiting or working in their homes up to 60 minutes once a month.

## Working Conditions

- Post holder will be working in a hybrid working environment and out on site on a lone working basis.
- Working at heights on construction projects for up to 60 minutes,
- Working in restricted or confined spaces up to 30 minutes,
- Working in poor/extreme weather conditions and inclement weather conditions up to 60 minutes,
- Working in "dirty" areas where they may be a risk of sharps, needles, contaminates, etc, up to 30 minutes,
- Provision of a positive, courteous, and informative resident liaison services simultaneously on a number of projects

Provision of welcoming and business-like communications.

## Other Employment Requirements

To be willing to take part in the Out of Hours Repairs Service Standby rota.

Occasional weekend and evening meetings may be required from time to time.

To work with the housing department on resident engagement and to be available to attend engagement events

The postholder will be required to obtain ISOH qualification if they do not hold current certificate

Subject to a Basic Disclosure Check.

### ROLE SPECIFIC PERSON SPECIFICATION SENIOR BUILDING SURVEYOR – HOUSING REPAIRS

Criteria	Essential	Desirable	Assessment
<b>Values and Behaviours</b>			
We are Customer Driven	X		I, T, R
We Care	X		I, T, R
We are Confident	X		I, T, R
We Work Together	X		I, T, R
We are Trusted	X		I, T, R
<b>Qualifications</b>			
Q1 Educated to degree or with a professional/technical qualification or substantial experience at a senior level	X		<b>A, I,D</b>
Q2 Evidence of continuous professional development	X		<b>A,I,D</b>
Q3 IOSH qualification or willing to obtain within 6 months	X		<b>A,I,D</b>
A valid UK driving licence	X		<b>A,I,D</b>
RICS / CIOB / Membership		X	<b>A,I,D</b>
Qualifications in HHSRS		X	<b>A,I,D</b>

	Qualified to undertake RD SAP surveys or EPC's		X	A,I,D
<b>Knowledge</b>				
K1	Building defects diagnosis and fault finding experience and their remedies, including damp, subsidence as they apply to traditional and non traditional buildings CDM, Building Regulations, relevant Health and Safety and landlord obligations.	X		A,I
K2	Equalities Act in relation to repairs, maintenance and improvements of Social Housing Computer literate with sound knowledge of Window based packages.	X		A, I
K3	Knowledge of the Housing legislation and construction law and procedures including JCT suite of building contracts.	X		A,I
K4	Asbestos Management Regulations, OJEU regulations and Housing Grants, <b>Construction</b> and Regeneration Act 1996	X		A,I
K5	Knowledge and understanding of work specific software packages such as Orchard, CAD or similar Asset Management software.		X	A,I
K6	Knowledge of performance and project management		X	A,I
K7	Knowledge of partnership working and stakeholder engagement		X	A, I
<b>Experience</b>				
E1	5 years' experience of working in the role of professional building surveyor including managing own workloads and working under own initiative and using a full complement of surveying and measuring equipment	X		A, I
E2	Experience of dealing with complex repairs/defects including disrepair and insurance claims	X		A, I
E3	Experience of using and managing contracts under JCT standard forms of contract, and acting as the Contract Administrator	X		A, I
E4	Experience of procurement of complex projects, including the preparation of tenders and contract documentation in accordance with accepted professional practice	X		A,I

E5	Experience of managing external consultants, project management from client brief to handover and managing external building contractors.	X		<b>A,I</b>
E6	Experience of supervising and managing a team of staff	X		<b>A,I</b>
E7	Experience of managing complex budgets of up to £3m	X		<b>A, I</b>
E8	Previous experience in preparing plans and applications for Planning and Building Control approval.	X		<b>A,I</b>
	Experience of Interpreting complex information and situations and developing plans and solutions, devising tailored made solutions to complex problems	X		<b>A, I</b>
	Previous experience of dealing with diverse and occasionally demanding customers in a social housing environment, including tenant and leaseholder consultation housing repairs and improvement matters.	X		<b>A,I</b>
	Experience of using Orchard, CAD packages and other Asset Management software		X	<b>A, I</b>
	Experience of Asbestos Management		X	<b>A, I</b>

#### Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other

For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#).