



Job Description

Lead Surveyor

RESPONSIBLE TO: Repairs & Voids Maintenance Manager

DIRECTLY RESPONSIBLE FOR: Surveyor and Inspectors

JOB PURPOSE

This role is responsible for leading and managing the inspection and surveying function on behalf of the In-House Maintenance Team (IHMT), ensuring the accuracy and completeness of survey data, responsible for dis-repair and HHSRS and supervising a team of Surveyor's and Inspector's. You will work closely and collaboratively with colleagues and stakeholders across the Trust and externally to drive improvements and offer a first-class service to our customers.

As a member of the Maintenance Management Team, we are aiming for the Trust to become recognised as a great landlord. This role will be pivotal to meeting these shared ambitions.

DUTIES

- Take ownership of complex surveying programmes from initiation to completion including post inspections of work completed across the IHMT.
- Develop business plans and budgets to support the Managers in the delivery of the broader repairs business plan.
- Take responsibility for the management of disrepair and HHSRS cases across the Trust.
- Provide effective support and leadership to your team, ensuring effective guidance and training are in place.
- Develop and maintain effective processes to ensure ongoing improvement of the surveying function.
- Oversee and project manage complex and/or difficult programmes of works within your specified area to deliver a high-quality service, on time and to budget, actively problem solving in order to maximise performance of the contracts
- Develop a routine to provide full building surveys and high quality reports and recommendations, including cost analysis.
- Monitor the performance of all disrepair, HHSRS or complex repairs using data, analysis and insight to instigate appropriate improvements and recommendations.
- Engage and review of design specification of new developments and investment programmes, reviewing appropriate documents to sign off at key stages.
- Support your direct team of Surveyors, Inspectors and indirect reports to develop professionally and achieve professional accreditation through mentoring.
- Ensure that you use your experience and knowledge to develop others in your team, share best practice and give recommendations for service improvement.



- Develop solutions and recommendations to enable the overall performance improvement of the maintenance function across all operational business areas.
- Contribute to the operational risk management activities.
- Ensuring compliance with laws and regulations.
- Understand and be able to carry out daily processes such as raising repairs and servicing, diary planning, daily run sheets, task dispatch, appointments management, complaints handling and materials ordering and payments.
- Support the Maintenance Hub in the response to residents' queries, complaints and compliments - remaining courteous, professional and cooperative at all times.
- Take overall responsibility for the health and safety activities applicable to the post and ensure that relevant Task Specific Risk Assessments are available.
- Ensure all staff are recruited, trained, managed appraised and developed in accordance with internal and statutory procedures in an effective and sensitive manner.
- Promote and represent PPHT at all levels throughout the organisation and to external bodies which will include attending meetings on behalf of the Trust, this may be within normal working hours or evening meetings.
- Take ownership for promoting ED&I in the workplace in accordance with our EDI strategy. Ensure Equality Impact Assessments (EIA's) are undertaken when introducing strategies, policies or projects in line with EIA Guidance.

OUR VALUES & BEHAVIOURS

We deliver the above by displaying the following example values and behaviours:

- **We are one team with one goal** - we are open and honest with each other so that we can work together to make things better for our customers and the Trust. We do not work in silos.
- **We are solution focused** - we come up with ideas and find answers and efficiencies wherever we can. When we mess up we say sorry, learn from it, fix it and crack on. We act and keep things moving.
- **We are customer focused but business minded** - we take pride in our homes and our work and we give our customers the service and value for money we'd expect ourselves. We always try to do more with less.
- **We are reliable and do the right thing** - even when no-one is looking and we speak up if something doesn't feel right – even when that means a tricky conversation. We don't leave loose ends or unfinished work for someone else to sort out.
- **We are respectful and celebrate our differences** - we are fair and we respect our differences so that we all thrive and feel at home – at work.

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



Person Specification

ESSENTIAL/DESIRABLE			ASSESSMENT
Behaviour – HOW			
We are one team one goal	E		I/A
We are solution focused	E		I/A
We think like a customer, act like a business owner	E		I/A
We do the right thing	E		I/A
We respect and celebrate our differences	E		I/A
Qualifications			
Degree level qualification (BSc or MSc)	E		I/C
Chartered Member of RICs or CIOB	D		I/C
Trades qualification	D		A/C
Experience – WHAT			
In depth post qualification relevant experience (5 years minimum) providing services to residential property owners and managers.	E		I
Significant knowledge of Housing Law, HHSRS and Health & Safety legislation.	E		I/A
Experience of leading high performing teams within a surveying and/or repairs environment.	E		I
Guiding strategic action through others to deliver results	E		I/A
Extensive experience in developing policies, procedures and performance management	E		I/A/S
Problem solving & making sound decisions whilst using good judgment	E		I
Experience of Social Housing landscape and current challenges	E		I
Effectively managing Customer expectations	E		I/A/S
Stakeholder/Contractor Management	E		I
Extensive knowledge of Capita, Total mobile & DRS technologies	D		I
Ability to scrutinise and challenge with confidence	E		I/S
Ability to analyse information and produce reports	E		S
Full Driving License	E		A/C
Strong and decisive leadership that is resilient, confident and resourceful	E		I/A

METHOD OF ASSESSMENT

- A Application form
- I Interview
- S Skills Test
- C Production of Certificates