

# Job Description

## Project Surveyor – Damp, Mould & Disrepair



<b>Directorate:</b>	Asset, Housing Needs and Estate Management
<b>Team:</b>	Planned and Cyclical Works
<b>Role Type:</b>	Flexible
<b>Reports to:</b>	Senior Project Surveyor
<b>Direct Reports:</b>	N/A
<b>Overall Job purpose:</b>	
<p>Deliver a high-quality customer focused and professional service to provide technical solutions and support on repairs and maintenance issues related to damp and mould and disrepair including monitoring of works ensuring compliance with policies, procedures, standing orders, planning/building regulations and health and safety compliance.</p> <p>Work closely with residents to prevent recurrence of damp and mould and disrepair across our properties, providing advice, support and guidance to both residents and colleagues across CKH.</p>	
<b>Core responsibilities:</b>	
<ul style="list-style-type: none"><li>• Carry out damp and mould inspections and provide accurate diagnosis, specifying remedial works and ensuring their completion and post inspection in line with policy and procedure. Provide support for ongoing monitoring of known cases.</li><li>• Meet our clear timescales for responding to severe and moderate damp and mould cases, look at causal factors and how we can be more preventative, and monitor the wider housing sector for better ways of working and dealing with damp and mould</li><li>• Visit all disrepair cases within 48 hours of a claim being received – charged with quickly resolving claims, turning them into complaints rather than disrepair claims where possible and working closely with the admin support around disrepair in making sure we have a professional, swift and proactive approach to all claims.</li><li>• Look at causal factors around disrepair claims and work with the admin support on doing a deep dive into all claims.</li></ul>	

- Undertake surveys and inspections in compliance with HHSRS regulations, identify, analyse and provide remediation advice on damp and mould, produce specifications, defects analysis, drawings, tender documentation and feasibility studies/technical reports.
- Build and manage internal and external customer relationships across the business and with stakeholders that enhances reputation. Delivering a professional service whilst keeping both internal and external customers fully informed and doing what we say we will do within the timescales agreed.
- Supervision and management of the apprentice/trainee/assistant surveyors as necessary to ensure effective delivery of asset management services.
- Ensure financial controls and costs for each contract always in place, ensuring appropriate costs are agreed with the contractor and value for money is achieved. Ensure CKH Standing Orders & Financial Regulations are adhered to and reported. Ensure all appropriate records for projects are kept, and present payments/valuations for the contractor to the project manager for payment, ensuring these are both accurate and reflect the works undertaken.
- Undertake monthly valuations and provide monthly accrual for projects to Service manager and other stakeholders.
- Performance management of the contractor delivering the servicing, testing, repairing and planned works projects/contracts. Monitor contractors to ensure delivery of the programme according to set timescales, analysing data and reporting on performance against an agreed suite of key performance indicators on a monthly basis. Monitor and report on compliance and performance of the fire risk assessments and water/electrical/gas/lifts testing programmes.
- Record, monitor and manage remedial actions identified from cyclical testing programmes, ensuring completion of works.
- Working closely with our planning team, informing future planned works programmes by identifying equipment or remedial works requiring renewal, and undertake contract administration to ensure properties and work items are added to/omitted from the programme as required. Includes assisting with annual estimating and programming of work.
- Ensure Health and Safety (CDM) compliance for all projects are undertaken and that we discharge our duty in line with all relevant legislation.

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- Be responsible for the effective and efficient implementation and execution of contract policy and strategies for Cross Keys Homes in accordance with Standing Orders, good building and contract management practice.
- Carry out pre and post works inspections and manage quality and performance with the contractor and report monthly.
- Procure and manage major works, service and cyclical contracts from inception to completion in accordance with current legislation, including managing health and safety (CDM) and ensuring compliance with regulatory controls.
- Manage and analyse complex data and reconcile this to produce written information reports on performance when required.

#### Key Relationships

- Monthly reporting of Damp and Mould
- Monthly reporting of Disrepair
- Periodic reporting and escalation of matters to the management team.
- Day-to-day liaison with tenants, residents and leaseholders.
- Monitoring of, and liaison with, the principal contractor's site managers.
- Liaison with Tenancy Management Team for access or any other tenancy issues
- Liaison with finance surrounding budget spend and budget setting
- Provide sound technical guidance to other internal stakeholders for example scheme managers and Area Panel representatives.
- Key external authorities such as PCC Building Control/Planning Department.
- Managing any internally procured contractors/suppliers.
- Liaison with external consultants/auditors

#### Dimensions:

- Responsible for ensuring technical compliance is met for planning and building regulations and other regulatory compliance as a landlord.
- Responsible for monthly reporting and submission of detailed financial and contractual performance to various stakeholders.
- Responsible for making decisions both technically and financially on projects
- Instructing contractors on works which may have a financial impact.

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- Give technical advice as and when required.
- Accountability for managing works costs and ensuring value for money on individual budgets.
- Day-to-day management of assistant/trainee/apprentice surveyors as necessary.

#### Additional information:

- Post requires an Enhanced Disclosure and Barring Service check
- Involves working at height and lone working

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

### Person specification

Requirements	Essential Criteria	Desirable Criteria
<p><b>Knowledge and experience</b></p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> <li>• Project management experience (inception to completion) undertaken in building or associated works programmes, including contract administration.</li> <li>• Knowledge of construction technology, in the context of domestic properties.</li> <li>• Experience in diagnosing building repairs/defects and recommending</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of construction project design.</li> <li>• Experience of producing Health &amp; Safety Plans.</li> <li>• Experience of appointing and supervision of consultants.</li> <li>• Experience of procurement via the EU procurement processes.</li> </ul>

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	<p>appropriate technical solutions.</p> <ul style="list-style-type: none"> <li>• A working knowledge and understanding of Health and Safety at Work including the CDM Regulations.</li> <li>• Demonstrate a knowledge and understanding of the following:- <ul style="list-style-type: none"> <li>○ Current Building Regs.</li> <li>○ Planning Regulations</li> <li>○ Party Wall Act</li> <li>○ CDM Regulations</li> <li>○ Fire Regulations</li> <li>○ COSHH</li> <li>○ Service contracts</li> </ul> </li> <li>• Experience of managing the tender process on construction projects, including preparation of documentation and the procurement process.</li> <li>• Good working knowledge of standard I.T. packages including MS Word, Excel, Outlook.</li> <li>• Experience of dealing with members of the public in an effective manner, and providing</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with and using JCT contracts and Partnering using PPC2000.</li> <li>• Experience of working in a customer focused housing environment.</li> </ul>
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	high levels of customer care.	
<b>Skills and abilities</b> <i>Describe the skills and abilities required to do the job effectively</i>	<ul style="list-style-type: none"> <li>• The ability to communicate information both verbally and in writing, including letters, reports, spreadsheets etc., and ability to deliver complex reports to a non-technical audience.</li> <li>• Ability to lead on projects</li> <li>• Ability to manage and resolve customer issues effectively.</li> <li>• The ability to work with confidential and sensitive information at work.</li> <li>• Ability to process information and provide statistical reports using Excel and Microsoft Project, to produce graphs, reports, spreadsheets etc.</li> <li>• Ability to manage budgets and control spend on projects, and report accordingly.</li> <li>• Ability to produce specifications of work</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing service contracts.</li> <li>• Database reporting skills gained in an asset management database or similar software.</li> <li>• Ability to complete building surveys, prepare CAD plans, produce cost reports and feasibility studies.</li> <li>• Knowledge of using in-house property management software.</li> <li>• A working knowledge of managing M&amp;E and cyclical contracts, with a good understanding of Gas Safety Regulations and</li> </ul>

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	<p>and obtain quotations/estimates.</p> <ul style="list-style-type: none"> <li>• Ability to conduct site visits and snagging meetings, and ability to report on works performance and quality.</li> <li>• Ability and confidence to manage contractors on-site, and make necessary decisions as required to deliver works.</li> </ul>	18 <sup>th</sup> Edition of the Electrical Regulations.
<p><b>Personal behaviours and style</b></p> <p>We look for people who are committed to and demonstrate our core values of:</p> <ul style="list-style-type: none"> <li>• <b>Action:</b> Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i></li> <li>• <b>Commitment:</b> Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i></li> <li>• <b>Excellence:</b> Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i></li> <li>• <b>Integrity:</b> Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i></li> <li>• <b>Teamwork:</b> Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i></li> </ul>		
<p><b>Qualifications</b></p> <p><i>Please state the level of education and professional qualifications and/or specific occupational training required</i></p>	<ul style="list-style-type: none"> <li>• Minimum of HNC in Building Studies or equivalent construction-related qualification, OR demonstrate this through</li> </ul>	<ul style="list-style-type: none"> <li>• Degree-level qualification in building studies or equivalent construction-related field.</li> </ul>

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	<p>relevant professional experience.</p> <ul style="list-style-type: none"> <li>• Evidence of ability to lead on the delivery of projects/ contracts and ability to manage contractors.</li> </ul>	<ul style="list-style-type: none"> <li>• IOSH qualification</li> <li>• Prince 2 qualification or similar.</li> </ul>
<p><b>Additional requirements</b></p> <p><i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i></p>	<ul style="list-style-type: none"> <li>• Hold a full UK Driving Licence.</li> <li>• Flexibility to work evenings, weekends (unsociable hours) if required.</li> <li>• The ability to respond to emergency situations / callouts (within office hours).</li> <li>• Access to a suitably insured motor vehicle for work use.</li> </ul>	
<b>Version control:</b>		
<b>JD authorised by (Director):</b>	Stuart Fort	<b>Date: 02/09/24</b>

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