

Building Surveyor

Job Description

Our
Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm is one of the South East's leading housing providers, with more than 17,000 properties, a turnover of £125m and a substantial development and sales programme, we are making the most of our many opportunities in a challenging but rewarding environment.

We have a clear and ambitious view of where we are as an organisation and where we need to get to; providing more homes for people who need them by running an efficient and successful business.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, competitive pension options and 30 days holiday plus 3 days closure at Christmas. We welcome applications from all sections of the communities we work in.

Our Values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

PARADIGM HOUSING GROUP LIMITED
JOB DESCRIPTION

Post: **Building Surveyor**

Regular Contacts: Asset Management
Customer & Neighbourhood Teams
Property Services including Repairs
Development
Customer Services
Residents – any tenure
External stakeholders i.e., Local authorities,
Environmental Health Officers, Loss Adjusters,
Contractors etc.

Responsible to: Surveying Services Manager

Job purpose: Provide professional building surveying support to the property asset portfolio and associated business work streams and departments.

Key Accountabilities:

- To carry out efficient surveys within any of the Surveying Services Teams. Survey operations include, but are not limited to, General Condition, Stock Condition, EPC (if you are qualified to do so), Mutual Exchange, Home Improvements, Disabled Facilities Grants, Estate Improvements, Damp and Mould, FRA repairs appraisal, Structural Repairs, Latent Defects, Large Voids, Investment Works, Post Inspections, Disrepair including post inspections, and Litigation Inspections.
- To undertake, within one working day, emergency activities relating to property assets that have become damaged through incident (emergency) e.g., fire, flood, collision etc.
- To undertake inspections so that major or investment work projects are specified, ready for tender.
- To undertake surveys for the validation of Investment Works programme ensuring that works are delivered to achieve the best asset investment outcomes.
- To assist the Asset Management making decisions in relation to option appraisals, regeneration opportunities, cost estimates.
- To assist the development department so they can achieve an efficient process for handover and minimal defects during the early life of new property assets. Arrange for, or attend meetings, and / or new build snagging and / or handover inspections.
- To assist with the inspection of Home Improvements including structural, Disabled Facilities Grant works and arrange post-inspections as requested.

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- To ensure your surveying operations are quality-checked against the relevant procedures.
 - To ensure you stay up to date with its knowledge and adoption with the latest thinking in surveying techniques and approaches.
 - To ensure surveys are undertaken safely, ensuring you are appropriately equipped, and trained, to carry out jobs safely and raise awareness of health and safety responsibilities.
 - To liaise with Environmental Health Officers or others, to undertake inspections to resolve complaints arising.
 - To mentor, coach and develop junior colleagues. Promote strong cross-team and cross-department connections.
 - To produce accurate, timely, and robust management information as required by your line manager or the business.
 - To provide qualified and comprehensive advice and support on a range of issues that will ensure effective investment and maintenance in the property asset portfolio, these will be within regulatory constraints i.e. Planning Applications, Building Regulations, Party Wall Act, FHH, HHSRS, and Decent Homes
 - To take the lead to ensure other stake holders need to be updated on ongoing cases or concerns.
 - Where necessary, carry out 'shadowing' to support the development of reports or to develop your own experience.
 - Using team reports ensure that KPIs are met and assist the Surveying Services Manager to ensure requests for surveys are responded to promptly
 - Undertake regular CPD and programme of self-development
 - The post holder will be required to comply with all company procedures including telecommunication devices, PPE, and identification badges.
 - Make an effective contribution to the achievement of the team's objectives and KPI targets.

Level of authority:

- Be responsible for checking that verbal and written reports are accurate, proportionate, and representative. Written reports and letters must conform with Paradigm policies and standards.
- Assess situations and making decisions consistent with established policy, procedures and recognised best practice. Act immediately and proportionately from site where urgent attention is required.
- Contribute to the achievement of team and departmental objectives.
- Organise workload to maximise effectiveness in the post.
- Oversee the allocation of work to surveyors and inspectors to ensure there are good levels of customer service.

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- Identifying and develop personal development opportunities, in conjunction with your Line Manager and Department Head.
 - Manage external contractors, service providers and projects effectively.

Required outcomes of the post:

Success in this post will be measured by:-

- Safe working practices.
- That recommendations or specifications are compliant with current regulations.
- Meet customer satisfaction targets for the team.
- Compliance with company Customer Service Standards.
- Ensure the team is flexible to change and continuously improving.
- Follow and promote Paradigms core values, policies, or procedures.
- Efficient surveying services and effective advice to all departments, colleagues and customers.
- Promoting a good reputation for the Surveying Services Department within the organisation.
- Ensuring that targets are met and where possible exceeded, Inc KPI's
- Accurate diagnosis of all surveying inspections.
- Ability to write detailed, accurate, and timely reports.
- High levels of customer satisfaction internally and externally
- Mentor, coach and develop junior colleagues.

Person specification:

In addition to fulfilling the role in a way that reflects our values, attitudes and behaviours we expect from all staff and corporate objectives, the successful post-holder requires the following;

Essential criteria = (E)

Preferred criteria = (P)

- Building Construction/ Building Surveying degree, HNC, or diploma with a minimum of five years' post-qualification experience (E)
- Alternatively, ten years' relevant building surveying experience (E)
- Professional Qualification or Accreditation (RICS/ CIOB/ RIBA) (P)
- Experience in property improvements, and planned maintenance (E)
- Experience carrying out a range of building surveys (E)
- Excellent knowledge of common residential building technology, and pathology (E)

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- Experience identifying, specifying, and inspecting repairs (E)
 - Experience of managing projects from inception to completion including planned maintenance, alterations, or improvements to occupied residential properties (E)
 - Experience of managing costs / budgets, forms of contract, specifications and contributing to budget preparation (E)
 - Experience of managing consultants and contractors (E)
 - Experience of preparing deliverables to a high standard and in a timely manner (E)
 - Working knowledge of standard forms of building contract, predominantly JCT (P)
 - Working knowledge of CDM (E)
 - Experience managing the CDM design process and acting as Principal Designer role (P)
 - A methodical approach with strong problem-solving skills to maximise effectiveness in the role (E)
 - The ability to stay calm under pressure and prioritise tasks effectively (E)
 - A team player with the ability to communicate well across all levels and support colleagues (E)
 - Excellent literacy and numeracy (E)
 - Excellent computer literacy and an expert user of Word and Excel (E)
 - Excellent written communication skills to produce effective and proportionate emails, reports, letters, or specifications. (E)
 - Excellent people skills, to maintain strong relationships with internal or external stakeholders in-person, by telephone, by email and in writing (E)
 - A customer focused approach (E)
 - Excellent time management skills (E)
 - Confident with figures for costing work and assessing value for money (E)
 - Able to prepare high quality specifications, plans, schedule of works (E)
 - Able to undertake inspections and report against Disrepair Claims, Decent Homes, Fitness for Human Habitation, and Housing Health and Safety Rating System (E)
 - Experience in the housing field, preferably for a registered social landlord (P)
 - Experience of electronic asset management tools (P)
 - Experience working to KPIs (E)
 - Design experience (E) and possibly using AutoCAD (P)
 - Experience working in a team (E) and supporting / coaching junior colleagues (P)
 - Physically fit to carry out inspections which might include dealing with inclement weather, poorly lit conditions, climbing stairs or ladders or scaffolds, visiting construction sites etc. (E)