



## Role Profile

<b>Job Title:</b>	Surveying Manager (Repairs & Maintenance)
<b>Grade:</b>	MG2
<b>Responsible to:</b>	Repairs and Maintenance Manager
<b>Management Responsibility:</b>	Repairs & Empty Homes Inspectors x 3.5FTE, Repairs & Maintenance Surveyors x 2FTE, Senior Repairs & Maintenance Surveyor x 1FTE

### Role Purpose

- To manage the delivery of appointments, surveys, and inspections of properties to ensure the scoping of work and job issuing requirements are compliant with performance targets, service standards, statutory regulations, and the needs of individual customers.
- To ensure damp and mould enquiries are acted upon and receive an appropriate follow up to ascertain the success of work/advice provided.
- To ensure reports of property disrepair are acted upon in a timely and effective manner working closely with the legal team.
- To ensure the timely resolution of queries arising from the CX system/Customer Contact Centre/Repairs and Voids Delivery Teams.
- To ensure efficiencies are achieved through effective communications and negotiations, work prioritisation and by managing people resource to meet fluctuating levels of demand and customer requirements.
- To be responsible for the timely review and approval of work which is of high value or is excluded from fixed payment agreements within the Construction Related Services contract.
- To be responsible for quality standards and ensuring new customers are familiar with the components of their home and are aware of their repair reporting responsibility.
- To identify and recommend opportunities to enable tenants to remain independent and sustain their tenancies.
- To provide timely progress/status reports to the Repairs & Maintenance Manager

## Job Specific Responsibilities

- Ensure the service provides an efficient inspection and surveying service, achieving service standards and completion targets whilst meeting the needs of existing, incoming, and outgoing customers.
- Ensure necessary specifications, instructions and variations are issued as and when appropriate and that these matters are recorded as per current procedures.
- Monitor long term complex repairs and act where the achievement of service standards is at risk.
- Deliver pre-termination/end of tenancy inspections etc., optimising opportunities to undertake repairs, surveys, and viewings during the tenancy notice period.
- Ensure that agreements with outgoing and/or incoming tenants are appropriately documented on void management forms/stored on housing management systems i.e. disclaimers/waivers.
- Recommend additional void works over and above the void standard when properties are identified as being hard to let.
- Ensure the timely inspection of long-term void properties to identify and report any repairs/concerns and to comply with the requirements of Livin's Insurers.
- Ensure all actions comply with responsibilities under policies and procedures designed to ensure regulatory compliance with Asbestos/Construction, Design and Management requirements. This includes notifying management of any problems in the application of procedures and maintaining an up-to-date knowledge of the relevant legislation and industry best practice.
- Ensure timely asset solution referrals are made where empty homes are forecast to exceed value thresholds or where component replacements are required in low demand homes.
- Ensure potential risks and hazards to health and safety are rectified when these deficiencies are identified in dwellings.
- Contribute to the development of reports, policies, procedures, and service standards.
- Attend meetings, working parties, seminars, and inter-professional group discussions to contribute and advise on building matters.
- Implement and promote digital technologies where improved service provision and/or service efficiencies can be delivered.
- Request the services of specialist consultants when required e.g., structural engineer.

- Ensure checks of complete repair works are carried out to ensure accordance with drawings, specifications, legal and regulatory requirements (including Health and Safety) etc. and that a high standard of workmanship is achieved.
- Deliver flexible, customised services that provide an excellent customer experience, improve the quality of homes, minimise void rent loss and maintain cost control.
- Ensure the effective planning and delivery of surveys and inspections.
- Tailor provision to the needs of individuals, including offering flexible and bespoke options for older and vulnerable customers that are reflective of their needs.
- Ensure appropriate processes are followed to ensure the timely and accurate transfer of data from 'one off' component replacements into Livin's Asset Management system.
- Analyse void property data, identifying repetitive repairs, component failures etc. and prepare reports to the Repairs & Maintenance Manager.
- Ensure void works are delivered to the agreed Lettable standard and within required completion targets.
- Identify opportunities to plan and programme non-essential void repairs to enable efficiencies to be realised and tenancies to commence as early as possible through intelligent prioritisation of work.
- Ensure the quality and efficient transfer of survey/inspection information into Livin's ICT systems.
- Investigating examples of poor customer satisfaction to improve customer service.
- Provide technical support and advice to customer service supervisors and advisors, identifying staff training requirements and suggest improvements to diagnosis scripting, procedures and information provided to customers via Livin's website.
- Support the implementation and monitoring of the performance management framework, monitoring data and reporting performance/trend information to the Repairs & Maintenance Manager.
- Assist the Repairs & Maintenance Manager in the development and review of policy and procedures, and implement improvements, innovation, and good practice.
- Provide the Housing Management team with weekly void property reports and attend regular meetings to discuss; work in progress, estimated completion dates and void properties which need to be given priority.



- Ensure the clear identification and processing of tenant recharges ensuring compliance with the Recharge Policy, providing analysis, and responding appropriately to appeals.
- Build a reliable, high-performing team that promotes a positive workplace culture based on safety, quality, and ongoing improvement.

The main duties and responsibilities of the post outlined above cannot fully define the existing or future activities that the post holder will be responsible for. At any time of substantial change in the operating environment, these may vary without materially affecting the nature of the role or level of responsibility.

The nature of the post may require some commitment outside of normal office hours, including working on evenings and occasionally at weekends when the needs of the business require.

### **General Responsibilities**

- Provide connected leadership and management that maximises your own personal impact across the business.
- Manage and develop your teams and services to champion the vision, values and desired culture at Livin.
- Maximise employee capacity and satisfaction and ensure all people management and development activities embed the 'two-way deal' in the Employee strategy and enable employees to flourish.
- Provide advice and guidance to Executive and Strategic Management Team and the Board on all matters pertaining to your area of expertise.
- Maximise performance in all areas of operation and continuously enhance service quality.
- Ensure Livin is compliant with all statutory and regulatory obligations and manage your area in line with internal governance and policy requirements.
- Design and develop services in an informed way utilising business intelligence and customer insight.
- Manage data handling processes such that data protection requirements and information management processes are complied with by all staff.
- Manage all designated budgets in accordance with the priorities of the business and in line with financial and procurement regulations.



- Continuously develop services in line with customer and business needs including digital transformation to deliver a seamless customer experience and efficient business processes.
- Contribute to the commercial growth of the business by developing cutting edge solutions to business challenges and opportunities in your area of professional expertise.
- Foster productive and mutually beneficial business relationships with key partners and manage joint initiatives to deliver excellent customer outcomes.
- Ensure healthy and safe working practices across all areas of responsibility, actively manage business risks and ensure effective planning for business continuity.
- Effective and efficient management and deployment of all available resources within your area.
- Ensure accessible, fair and equitable outcomes for all customers based on the principles of equality, diversity and inclusion.

## Person Profile

Competencies	
<b>Trust:</b>	<ul style="list-style-type: none"> <li>• Demonstrates resilience, remaining professional and deals effectively with setbacks and supports team to do the same.</li> <li>• Exemplifies brilliant customer service and ensures a clear focus on meeting customer needs.</li> <li>• Sets and monitors high standards for the team, leading by example in taking personal responsibility and empowering employees to deliver.</li> <li>• Sets clear professional standards and adapts management style where required to get the best out of the team</li> </ul>
<b>Respect:</b>	<ul style="list-style-type: none"> <li>• Drives a culture within the team that is welcoming, accepting, and accommodating of diversity.</li> <li>• Ensures that the diverse customer voice is heard in the development and delivery of services.</li> <li>• Ensures that the team provides personalised and inclusive services.</li> <li>• Implements and role models sustainable ways of working within the team.</li> </ul>
<b>Innovate:</b>	<ul style="list-style-type: none"> <li>• Creates a safe environment for continuous learning and experimentation within the team.</li> <li>• Focuses on continuous improvement and prioritises effectively, balancing risk, to deliver outcomes.</li> <li>• Manages change and fully realises the CX and productivity benefits digital solutions.</li> <li>• Maximises the capacity, potential and engagement of individual employees and of the team.</li> </ul>
<b>Working Together:</b>	<ul style="list-style-type: none"> <li>• Collaborates positively with other managers to add value and improve performance.</li> <li>• Develops positive relationships across the organisation and with partners and supports team to do the same.</li> <li>• Drives a mutually supportive culture within the team, recognising collaborative behaviours and removing silos.</li> <li>• Learns from others and shares knowledge across teams.</li> </ul>

**Skilled in:**

- Data and situational analysis to diagnose problems and develop effective solutions. This includes being able to think critically and creatively to address complex repair and maintenance issues.
- Implementation and monitoring of contractor performance in repairs and maintenance and voids service delivery.
- Ability to prepare reports for the Repairs & Maintenance Manager.
- Effective planning works programming and scheduling skills.
- Negotiating, influencing, and persuading customer, colleagues, and contractors.
- Shaping and adapting services for the benefit of older and vulnerable people.
- Inspection and Surveying. Proficiency in conducting surveys, inspections, and assessments of buildings. This includes using various tools and techniques to identify issues and recommend appropriate solutions.
- Providing excellent customer service by addressing tenant concerns and ensuring their satisfaction with the maintenance and repair work.
- A meticulous approach to record keeping and information management.
- Strong communication skills to provide reasoned advice, prepare reports, and present findings to stakeholders. This also involves liaising with customers, contractors, and other professionals.
- Working confidently and assertively when handling contentious situations.
- Multi-tasking a varied and demanding workload.
- IT skills, including experience using Microsoft Windows, Office, Teams, word-processing, email and data collection software.
- Undertaking work to a high quality, repetitive tasks, in a systematic and coherent manner.
- Working to exacting deadlines whilst maintaining quality of information.

**Knowledge of:**

- Contract and performance management. The ability to gather maintenance information, formulate policies, and implement maintenance management operations. This involves planning and executing maintenance programs and ensuring that all work is carried out efficiently
- Legal and Regulatory Compliance. Familiarity with building regulations, health and safety standards, and other relevant legal requirements. Ensuring that all maintenance and repair work complies with these regulations is crucial.

- Project management techniques, and the ability to manage projects from inception to completion. Ensuring projects are completed on time and within budget is essential.
- Change management and driving service improvements.
- Planning, building control and other statutory requirements.
- Technical construction methods. An understanding of building pathology, construction technology, and environmental services. This includes knowledge of how buildings are constructed, how they deteriorate, and how to remedy issues.
- The needs of older and vulnerable people.

#### **Experience in:**

- Team Leadership. Managing and leading multi- disciplinary teams, ensuring they are motivated and inspired to achieve exceptional performance.
- Managing Surveying professionals in relation to the remediation of dampness and timber decay in buildings
- Performance managing contractors and partners, both internal and external.
- Repairs and maintenance management. The ability to gather maintenance information, formulate policies, and implement maintenance management operations. This involves planning and executing maintenance programs and ensuring that all work is carried out efficiently.
- Monitoring performance targets and raising performance in areas of responsibility.
- Implementing and managing change, working across professional boundaries to deliver measurable service improvements.
- Developing and implementing ICT systems and processes including mobile working solutions, housing management systems, asset management systems and performance management systems.
- All aspects of Health and Safety relating to the nature of the role.
- The operational delivery of large volume property repair service.
- Implementing cost control measures.



- NHF schedule of rates for ordering works.

**Qualifications:**

- Educated to degree level in Surveying/Building Studies/Construction or equivalent professional qualification (or qualified to HNC/HND level and prepared to undertake further funded study to degree level).
- Housing Health and Safety Rating System qualification (or willing to undertake further funded study)
- Evidence of continuous professional development.

