

Senior 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

Senior Building Surveyor – JD – March 2025

Post: **Senior Building Surveyor (Property Directorate)**

Direct Reports: Assistant Building Surveyor(s)

Regular Contacts: Asset Management
Customer & Neighbourhood Teams
Property Services
Development
Customer Services
Customer Resolutions
Disrepair and Intervention Team

Residents –All tenures
External stakeholders i.e. Local authority, Insurance
Services

Responsible to: Surveying Services Manager

Job purpose:

To act as lead surveyor in all surveying activities carried out by Property Services Surveying Team, ensuring the associations housing stock value is maximised through effective surveying and maintenance practices. To be a mentor for building surveyor's, property inspector's, apprentices, and colleagues within the Surveying Services Team. To provide support and guidance to Regular Contacts. To drive continuous improvement and maintain high standards across the Surveying Services Team. From time-to-time, cover the Surveying Services Manager during annual leave or short-term absences. Provide a clear succession path within the Surveying Services Team.

Key Accountabilities:

- Provide qualified and comprehensive advice and support on a range of property issues to Regular Contacts.
- Mentor, coach and develop the building surveyors, property inspectors, apprentices, and other colleagues in the Surveying Services Team.
- Manage the Assistant Building Surveyors ensuring that they are working effectively and efficiently. Ensure they are supported in every way as direct reports including performance management, performance reviews, and day-to-day operations.
- Organising workload to maximise effectiveness in the post
- Identifying and making use of opportunities for personal development as appropriate to this post, in conjunction with the Surveying Services Manager.
- To provide effective and comprehensive advice and support on property related issues to support effective asset management within normal regulatory constraints including HHSRS, Decent Homes, FHH, planning, building regulations, and party wall matters.
- To carry out property surveys, diagnose defects, make recommendations, and prepare remedial specifications relating, but not limited to, Structural Defects, Major Works, Complex Pathology, Damp and Mould, Insured Risks, Fire Risk Assessment remedials, Major Voids, Pre- or Post-Inspections for Investment works, Disrepair, Energy Efficiency, Decent Homes, Environmental Health reports or concerns, Home Improvements, or General Condition.

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- When requested to do so, review proposals provided from internal or external stakeholders for structural, or non-structural alterations including, but not limited to, asset concerns, customer home improvements, disabled facilities grant works, party wall notices, neighbourhood / scheme improvements, shared ownership improvements, planned works, investments works, and provide necessary advice. As required by Paradigm policy, carry out post-inspections to sign-off as satisfactory.
 - As required to do so, act as project manager and/or contract administrator, principal designer, or client representative for repair or project works.
 - Following reports or requests by internal or external stakeholders, including customer complaints, EHO's, local authorities, disrepair solicitors etc. carry out joint or sole property inspections. Provide written reports and liaise with relevant stakeholder(s) to ensure the issue is remedied. As required, prepare detailed specifications. As required by Paradigm policy, prepare, and tender documents and appoint contractors.
 - Following a Fire Risk Assessment, when requested to do so, carry out building surveys to assess and scope remedial works. You may also be required to carry out structural assessments of elements like external fire escapes. As required by Paradigm policy, prepare, and tender documents and appoint contractors.
 - Support the development team, with advice, so there is an efficient process for handover, so defects are reduced during the early life of new property assets. When asked to do so, attend new-build familiarisation visits, and record all information as Paradigm policy. As required, assist development with snagging and defect inspections.
 - Arising from any survey or inspection, to assess and report on Disrepair, HHSRS, Fitness for Human Habitation, or Decent Homes.
 - Arising from any survey or inspection, issue repair instructions arising from surveys where the work is to be done by the Repairs Team, Investment Works Team, or Disrepair Team.
 - Arising from any survey or inspection, as required, to prepare detailed specifications or recommendations for major voids, planned works, investment works, or other building projects.
 - Arising from any survey or inspection, as required, in accordance with Paradigm policy, where the work is to be sub-contracted prepare suitable specification documents, drawings, and tender documentation so that work can be procured and contractors appointed.
 - Arising from any survey or inspection, to provide high quality, detailed written reports based on agreed templates / proforma which must be prepared and issued in a timely way, to agreed KPI's.
 - Arising from any survey or inspection, to write to the relevant customers, to apprise them of your findings and recommendations.
 - Monitor and manage associated operations costs / budgets.
 - Using team reports ensure that KPIs are met and assist the Surveying Services Manager to ensure requests for surveys are responded to promptly
 - Assist in the personal development of junior colleagues
 - 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:

- Line management responsibility for Assistant Building Surveyors – or equivalent roles – including performance, development, time, and output management.
- 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.
- Identifying and develop personal development opportunities, in conjunction with your Line Manager and Department Head.
- Manage external contractors, service providers and projects effectively.
- Making an effective contribution to the achievement of team and departmental objectives in mentoring, coach and develop junior colleagues

Required outcomes of the post:

Success in this post will be measured by:-

- Effective operation of Assistant Building Surveyors
- Provision of efficient surveying services meeting agreed SLA's
- Providing excellent advice to all Regular Contacts
- Achievement of all KPI's and SLA's
- Accurate diagnosis following inspections including complex building defects
- Ability to write detailed reports following property inspections
- High levels of customer satisfaction internally and externally
- Ability to write detailed specifications and complete tender documentation
- Ability to write detailed tender analysis
- Ability to act as Contract Administrator, as per JCT or standard contracts
- Mentor, coach and develop the building surveyors, property inspectors and apprentice surveyors/inspectors.

Person specification:

In addition to fulfilling the role in a way that reflects our values, the attitudes and behaviours we expect from all staff and corporate objectives, this role requires the following:

Essential criteria = (E) Preferred criteria = (P)

- Professional Qualification (MRICS, MCIQB) (E)
- Minimum qualification of a HND in Building Construction or degree in Building Surveying with a minimum of 5 years' formal surveying experience (E)

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- Work experience in improvements, and planned maintenance (E)
 - Experience in Building Surveys and repairs Inc. Major defects (E)
 - Experience of managing large projects from inception to completion including property alterations and / or energy efficiency (E)
 - Experience of monitoring project budgets, forms of contract, specifications and contributing to budget preparation (E)
 - Experience of managing consultants and contractors (E)
 - Knowledge of building contract forms JCT (E)
 - Knowledge of CDM2015 including acting as Principal Designer (E)
 - 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)
 - Computer literate (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 specifications, plans, schedule of works (E)
 - Able to undertake inspections and report against HHSRS (E)
 - Some experience mentoring or managing reports (P)
 - Some experience in the housing field, preferably for a registered social landlord (P)
 - Experience of CAD (P)
 - Experience working in a team (E) and supporting / coaching junior colleagues (P)
 - Driving licence and own transport (E)
 - 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)
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