



Job Description

Job Title:	Technical Maintenance Surveyor <i>(Salary £40703 & Car allowance of £2140.80 per annum- Zone 8)</i>
Reporting to:	Home Maintenance Service Manager
Accountable for:	N/A
Purpose:	<p>To support the Repairs Operational Manager by carrying out surveys and property inspections throughout the housing stock within repairs and voids in line with current legislation. By utilising the Nat fed 8 rates, you will scope the works, materials, and plant required while ensuring value for money and the best service for customers.</p> <p>In hand with overseeing the delivery of subcontracted repairs you will ensure repairs are highlighted and completed in accordance with Aspire standards and timeframes.</p>

Duties and Responsibilities

- To carry out in-depth surveys to properties, including diagnosing complex faults and failures, undertaking appropriate inspections as required across voids and responsive repairs.
- Inspect, measure, and schedule works issued including, pre-inspections and preparation of diagrams or drawings necessary to undertake the work.
- Undertake pre-termination inspections of properties prior to vacation by the current tenant. Measure and schedule remedial works that will subsequently be undertaken whilst the property is void. Identify and schedule repairs rechargeable to the vacating tenant.
- To prepare detailed specifications including Nat fed 8 rates, including the overseeing of contractors delivery of works, whilst managing quality, value for money, and progress, all in line with contract terms and customer expectations.
- To carryout Joint surveys with expert witnesses for Scott schedules.
- Complete inspections and surveys you will carry out Damp Mould and Condensation Inspections, and provide solutions that align with ombudsman recommendations (AWAABs Law). Ensure that contractors deliver an excellent service and that customers are consulted with and kept informed.
- Ensure services are provided in a way that keeps customers, colleagues and third parties safe, and complies with health and safety legislation.



- Accurately record and update Aspire systems to ensure property information is up to date and maintained.
- Provide regular updates to the Repairs Operational Manager outlining the status of work in progress and preparations for future works, including financial management and other performance reports.
- Ensure complaints, tasks, and responsibilities are dealt with and escalated in line with company procedures.
- Work professionally and collaboratively with other repairs surveyors, planning team, contract management team, locality coordinator officers, etc., to ensure efficient ways of working and cross-departmental cooperation for improved service delivery.
- Contribute to budget and programme management. Ensuring defined business objectives and goals are met.
- Ensure value for money and core business values are delivered within budget, on time, and safely while defining standards and reusable approaches within own area and beyond.
- Ensure compliance with GDPR regulations when processing customer data.
- Ensure customers are protected through the monitoring of appropriate referrals and reporting any safeguarding concerns.
- Prepare, arrange and distribute relevant information required by the internal legal team on request, including section 20 notice which relates to works being carried out and that which leaseholders will have to pay for, and disrepair works which are required to ensure the property is safe and suitable for our customers.
- Champion the customer, both internal and external, by demonstrating their commitment to high quality customer service and maintaining customer satisfaction KPIs.
- Inputs into business-focused solutions, work planning and prioritisation to optimise performance of resources.
- Work proactively with Aspire Team Leaders to ensure that technical problems encountered on site are swiftly and satisfactorily resolved, and the number of 'right first time' repairs is maximised.
- Proactively identify and manage risks that may impact on areas of compliance, ensuring that the Compliance Manager is appropriately informed.
- Identify and suggest any improvements to current ways of working in order to deliver simpler, slicker, smarter approach to the service we deliver to our customers.



- Ensure that effective customer consultation is undertaken, including attending customer meetings where required.

General Obligations – All employees

- To take responsibility for own personal development and update knowledge and skills, with support from Aspire, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- To implement positively and ensure compliance with, the Aspire's policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- To provide the highest quality services incorporating best standards and practice, promoting Aspire to its tenants, clients and customers.
- Taking ownership and responsibility to respond to complaints positively and professionally (as appropriate to role).
- To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services.
- Ensure the quality, accurate maintenance, and protection of data relevant to the role.
- Knowledge and understanding of the CIH professional behaviours and standards, which includes characteristics such as integrity, knowledge, skill, leadership, ethics, inclusion, advocate.
- To perform any other duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's absolute discretion in the future.



As a general term of employment, Aspire may effect any necessary change in job content, or may require the post holder to undertake other duties, at any location within Aspire.