



Job description Response surveyor

A Basic Details

Location: Bryer Ash / Avro Way / Field based
Reporting to: Contracts Manager Response
Responsible for: N/A

B Job Summary

The purpose of this role is to work on behalf of Selwood Housing group, to ensure our properties are maintained to the highest standard. This is to be achieved via delivery of our stock condition programme, responsive repairs service, planned and improvement projects and our strict compliance programmes.

We have 3 levels of surveyor and all surveyors must be flexible and open to working across all three teams. Demonstrating they can meet the competencies within the person specification appropriate to their level.

Opportunities for training and experience will be provided to surveyors wishing to progress between the different levels. Any necessary training identified in order to progress or work within a specific service area will be supported.

Surveyors are responsible for two areas of work:
Delivering the response repair service arranging minor works and managing any necessary specialist contractors.
Procurement and management of major works projects, from inception to completion, and component replacement programmes with external contractors.

C Specific tasks and responsibilities

1. Customer service



- Provide a service which is customer focused and tailored to the diverse needs of our customers
- Provide clear and honest communication with our customers and employ tact and diplomacy when explaining the services, we provide to manage expectations appropriately

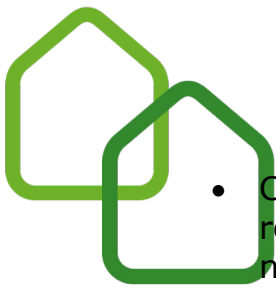
- Provide a service which meets with our corporate and service specific key performance indicators
- Provide a supportive technical service to other teams within the Selwood Housing Group
- Develop and support healthy and productive relationships with contractors and other organisations we work with in the delivery of our services
- Communicate effectively and professionally with leasehold customers, adhering to the section 20 process where necessary
- Act as an ambassador for the Selwood housing group and ensure that high quality service is provided promoting the group to its tenants, clients and members of the public.

2. Contract management

- Operate within the Selwood Housing Groups' procurement processes to prepare relevant documentation to produce tenders and quotations, complete evaluation of tenders and assessments of contractors' suitability.
- Undertake suitably regular progress meetings, recording all relevant notes/minutes/correspondence for a full audit trail
- Ensure contractors work in line with our financial regulations and ensure all CDM requirements are fulfilled
- Use professional expertise, negotiation and communication skills to ensure that interested parties i.e. stakeholders and tenants are involved to facilitate the smooth running of the contracting process and the ongoing works.

3. Response repairs

- Work in partnership to provide an efficient response repair service to our customers in line with the repairs offer, ensuring properties meet the Homes (Fitness for Human Habitation) Act 2018 standard.



- Conduct property inspections to identify property defects and repairs needed, manage and monitor works in progress as necessary and post inspect on completion.
- Undertake appropriate inspections and raise work requests for response repairs within agreed targets
- Arrange quotations for minor works with contractors in line with our financial regulations and ensure CDM requirements are fulfilled. Once appointed agree start dates and timescales and apply an appropriate level of supervision on site.
- Monitor responsive repairs and voids work through audits and post inspections, to ensure that the maintenance of the Selwood Housing Group's housing stock and related assets continue to meet our high standards.
- Undertake timely assessments of tenant requests for alterations or disabled adaption requests and produce relevant documentation.
- Support the Neighbourhoods team in the mutual exchange process by completing property inspections and providing advice to our customers about satisfactory property conditions, and repairs required prior to any move.
- Carry out full property inspections and provide advice to the Neighbourhood's team when property condition has been identified as a breach of tenancy

4. Asset management

- Take a pro-active approach to improving the quality and accuracy of the asset management system.
- Assist the Asset manager with options appraisals and feasibility studies for the improvement of poorly performing properties
- Undertake post inspections of void works, to ensure compliance with the void standard
- Undertake any other property related inspections and produce written reports as required

5. Health & safety

- Conduct thorough investigations into accidents and insurance claims within level of capability and produce accurate reports.
- Ensure compliance with relevant legislation including but not limited to; health & safety, CDM regulations, party wall act, gas regulations, British standards, construction regulations and any



other specialist trade and or professional codes of practice relevant to the work being undertaken.

6. Administration and financial controls

- Keep accurate records for any works undertaken and produce reports as required
- Undertake regular financial monitoring against contract costs, working with the finance business partner as required. Propose solutions or remedial action if any unexpected deviation is identified from original costings.
- Update asset management databases, housing systems and other recording systems
- Ensure all work produced complies with the Selwood Housing Group's policies and procedures & financial regulations, standing orders and HCA requirements.
- Support the administration team by ensuring all contract files are up to date and work closely with them to ensure that they have everything they need for the administration service to run smoothly.
- Work to ensure that all activities undertaken assist in the delivery of

7. Corporate

the corporate and annual management plans and take into consideration budgetary constraints and targets.

- Keep up to date with technical & regulatory developments and contribute to the improvement & development of policies and procedures.
- Working with the complaint's procedure, deal professionally with complaints or concerns from tenants or other interested parties to seek acceptable resolutions within level of responsibility.
- Provide support & guidance for less experienced members of the team.

D Budgetary control

Surveyors are responsible for ensuring that costs are kept within budget and that there are appropriate financial controls within their area. They must comply with the group's financial regulations.

E Flexibility

The post holder may be expected to work a variety of portfolios of work and may be allocated to any of the service portfolios within



Selwood Housing for short periods or on a permanent basis.

No job description can cover every issue which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

F Health and safety

All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the company health and safety policy.

G Equality & diversity

All employees must comply with the company equality and diversity policy, ensuring that at all times behaviour is fair and non-discriminatory.

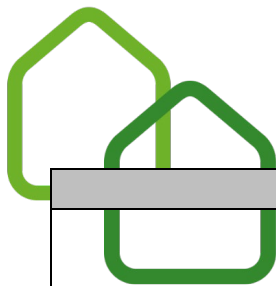
H Person Specification

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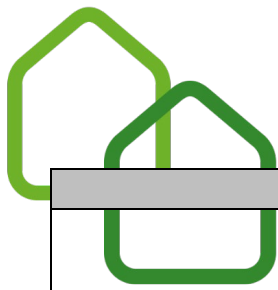


Person specification

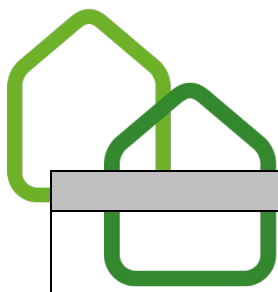
	Entry level	Level 1	Level 2
Qualifications	GCSE or 'O' Level standard (or equivalent) with grade C or above in English and Maths	'A-Level or BTEC Level 3 standard (or equivalent) with grade C or above in English and Maths	'A' Level or BTEC Level 3 standard (or equivalent) with grade C or above in English and Maths
		HNC in Building or Surveying or equivalent experience.	HNC in construction or building surveying And/or relevant experience
		Willingness to work towards membership of a relevant chartered body RICS/CIOB	Desirable - Working towards membership of a relevant chartered body RICS/CIOB
		Willingness to undertake training to broaden knowledge	Has some relevant training in relation to building management and a willingness to undertake further training
			Has CDM experience and relevant training for CDM
		Level 1	Level 2
Knowledge & Experience	An understanding of maintenance management and/or construction management	Knowledge of compliance and response subject area and reasons for importance	Compliance and response Management within a Social Housing environment with some experience



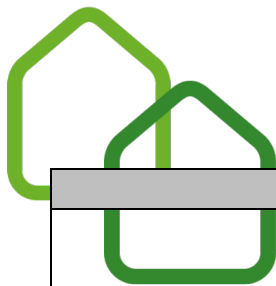
	Entry level	Level 1	Level 2
		Knowledge of managing contracts within budgetary constraints	Knowledge, understanding and some experience of how to manage contracts within budgetary constraints
		Knowledge of project management	Involvement/experience of effective project management
	Basic knowledge of computer systems in a maintenance environment	Knowledge of computer systems in a maintenance environment	Used computerised systems within a maintenance environment
		Knowledge of contract supervision	Experience of contract supervision
		Knowledge of monitoring contractor performance & KPI's	Demonstrates understanding of the purpose of monitoring KPI's and has experience of contract monitoring
	Knowledge of building maintenance	Knowledge of building maintenance & standard forms of contract	Working knowledge of using maintenance & standard forms of contract
	Knowledge & understanding of H&S regulations including CDM	Knowledge & understanding of H&S regulations including CDM	Can apply knowledge of H&S regulations including CDM to the working situation
	Understands the importance of excellent customer service & some experience or understanding of working with the general public	Understands the importance of excellent customer service & some experience or understanding of working with the general public	Has delivered excellent customer service and has experience of working with the general public



	Entry level	Level 1	Level 2
		Knowledge of design & implementation of policy & procedure	Experience of, and has contributed, to design & implementation of policy & procedure
		Understands the importance of a pro-active approach to resolving issues and working collaboratively with colleagues and contractors	Has experience of the importance of a pro-active approach to resolving issues and working collaboratively with colleagues and contractors
	Understanding of what motivates others	Understanding of what motivates others	Experience of supervising others in a work situation
		Level 1	Level 2
Abilities/Skills	Understands how to prioritise own work in a methodical way to achieve results	Understands how to prioritise own work in a methodical way to achieve results	Ability to plan ahead, organise, prioritise & manage own workload to achieve results
	Can work to set targets & makes decisions appropriate to the level of responsibility/competence	Can work to set targets & makes decisions appropriate to the level of responsibility/competence	Can set targets & makes decisions appropriate to the level of responsibility/competence



	Entry level	Level 1	Level 2
	Can communicate effectively both verbally and in writing using plain English and produce written reports	Can communicate effectively both verbally and in writing using plain English and produce written reports	Can communicate effectively both verbally and in writing using plain English and produce written reports
	Numerate	Numerate	Numerate
	Self-motivated and supportive of others	Self-motivated and supportive of others	Motivator, willing to support & train others
		understanding the importance of influence influence, tactk and persationpersuasion in Contracts managmentmanagement	Ability to negotiate, influence and persuade
	Ability to drive with access to a vehicle for business use.	Ability to drive with access to a vehicle for business use.	Ability to drive with access to a vehicle for business use.
Attitude	Willing to work on site and at times in confined spaces and at height	Willing to work on site and at times in confined spaces and at height	Willing to work on site and at times in confined spaces and at height
	Able and willing to attend evening meetings and work outside of normal office hours	Able and willing to attend evening meetings and work outside of normal office hours	Able and willing to attend evening meetings and work outside of normal office hours



	Entry level	Level 1	Level 2
	Committed to Social housing, equality and diversity	Committed to Social housing, equality and diversity	Committed to Social housing, equality and diversity
	Commitment to providing a high standard of customer service	Commitment to providing a high standard of customer service	Commitment to providing a high standard of customer service
	Self-motivated and committed to Selwood's values.	Self-motivated and committed to Selwood's values.	Self-motivated and committed to Selwood's values.
Other requirements	Basic DBS check	Basic DBS check	Basic DBS check
	Ability to drive with access to a vehicle for business use.	Ability to drive with access to a vehicle for business use.	Ability to drive with access to a vehicle for business use.
	Capable of using ladders and appropriate access equipment to enable you to work at height or in confined spaces.	Capable of using ladders and appropriate access equipment to enable you to work at height or in confined spaces.	Capable of using ladders and appropriate access equipment to enable you to work at height or in confined spaces.
	Knowledge and willingness to undertake T20 scaffolding qualification	Holds relevant qualification in fixed and mobile erection, or monitoring of scaffolding	Holds relevant qualification in fixed and mobile erection, or monitoring of scaffolding