



Role Profile

Job Title:	Repairs and Maintenance Surveyor
Grade:	Band 6 – 8
Responsible to:	Surveying Manager (Repairs and Maintenance)
Management Responsibility:	N/A

Role Purpose

- To lead on and ensure complex surveys and inspections of properties are carried out in an effective manner and ensuring necessary work is specified and undertaken the required standards to ensure compliance with service standards, policies and statutory regulations.
- To investigate, report and action works in relation to asset queries arising from the CX system/Customer Call Centre/Housing Team/Contractors etc.
- Take responsibility for a key performance area that will include either complex repairs, multiple repairs, or overdue (long-term) repairs.
- Monitor performance and quality of repairs and maintenance.

Job Specific Responsibilities

- Oversee the efficient delivery of the repairs service in line with service standards and completion targets whilst meeting the needs of customers.
- Ensure the necessary specifications, instructions and variations are issued as and when appropriate.
- Provide consistent property related technical support and advice.
- Carry out inspections of long-term void properties to meet the requirements of Livin's Insurers.
- Ensure all actions are compliant with regulatory guidance Asbestos/Construction, Design, and management requirements.

- Maintain an up-to-date knowledge of the relevant legislation and industry best practice.
- Accountable for the performance management framework and performance indicators in each work area.
- Responsible for contacting and negotiating with private owners when Livin-owned properties/customers are being adversely impacted by the condition of the private property.
- Prepare works specifications and arrange work instructions/complex repair orders.
- Develop and improve surveys to provide advice and/or recommendations on technical matters and materials relating to Livin's assets where required including damp & property defect diagnosis.
- Respond to escalation requests from contractors and approve exclusion works, payable to the contractor
- Capture accurate data on systems/processes to ensure this data can be utilised in the development of reports, policies, procedures and service standard reviews.
- Comply with Health and Safety requirements, particularly with regards to lone working and ensuring own safety.
- Supervise the actions of contractors, where complex or difficult cases require careful coordination and service delivery.
- Responsible for the clear identification and processing of tenant recharges ensuring compliance with the rechargeable works policy and procedure providing evidence, costings etc.
- Request the services of specialist consultants when required i.e. structural engineer, consider the report findings and recommendations before raising required work orders.
- Undertake monitoring of contractors to check works are carried out in accordance with the drawings, specifications, legal and regulatory requirements (including Health and Safety) etc. and that a high standard of workmanship is achieved.
- Escalate concerns relating to property condition, safeguarding etc. via the appropriate channels.
- Provide coaching and mentoring to the Property Technician Apprentices.



- Provide detailed cost breakdowns for newly acquired/asset conversion properties which require extensive work to achieve the lettable standard.
- Provide information, advice, guidance to inspectors and surveyors within the team when required to ensure the effective resolution of complex repairs cases and D&M.

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

General Responsibilities

- Promote a culture that reflects our mission, vision and values
- Contribute to the achievement of Plan A
- Deliver high quality customer focused services
- Comply with our policies and procedures

Person Profile

Competencies

Trust:

- Demonstrates a positive, supportive, caring, and professional attitude to work and to others.
- Takes personal responsibility, demonstrating reliability by consistently delivering to targets and deadlines.
- Puts customers first, ensuring a focus on delivering a brilliant customer experience, acting on feedback where required.
- Demonstrates resilience, remaining professional in the face of setbacks, and putting things right when they go wrong.



Respect:	<ul style="list-style-type: none">• Builds rapport by being open and positive and actively listening to and engaging with others.• Treats others as individuals, and with equal respect and consideration.• Understands and acts on needs related to diversity characteristics to ensure an inclusive approach.• Respects the environment and minimises waste by embracing sustainable ways of working.
Innovate:	<ul style="list-style-type: none">• Responds positively to change and actively adopts digital solutions to improve CX and productivity.• Comes up with new ideas to improve services and makes them happen.• Aims high, strives to continuously improve own and team performance, and demonstrates agility in responding to changing circumstances.• Embraces learning and development to maximise personal contribution and future readiness.
Working Together:	<ul style="list-style-type: none">• Collaborates well with others to achieve positive results.• Puts the 'Livin Team' first, seeking new opportunities to work together with others.• Learns from others and shares knowledge.• Recognises others for a job well done, creating a positive collaborative atmosphere.

Skilled in:
<ul style="list-style-type: none">• Effective planning works programming and scheduling.• Strong negotiating and influencing skills, together with the ability to persuade customers, colleagues and contractors.• Solving complex problems, making decisions and applying creative solutions.• Shaping and adapting services for the benefit of older and vulnerable people.• Conducting complex inspections with an eye for detail and the ability to identify faults requiring immediate rectification.• Customer advocacy.• A meticulous approach to record keeping and information management.• Excellent data analysis to make informed decisions.

- Identifying opportunities for additional investment to improve the offer and reduce inefficiencies and losses.
- Working confidently and assertively when handling contentious situations.
- Multi-tasking a varied and demanding workload.
- Explaining technical information to non-technical staff and customers.
- Confident user of IT software including Microsoft Office, remote working digital devices and data collection software.
- Working to exacting deadlines whilst maintaining quality of information.
- Coaching and mentoring colleagues and teams.

Knowledge of:

- Building terms and component weaknesses to assess condition and project next inspection years.
- Extensive knowledge of planning, building control and other statutory requirements.
- Compliance requirements associated with post.
- Information management and reporting requirements.
- Value for money principles.
- Performance Management.
- Construction methods.
- The needs of vulnerable people.

Experience in:

- IT systems including mobile working solutions, housing management systems, asset management systems and customer relation systems.
- Working as a surveyor in the housing sector.
- Liaising with stakeholders/customers.
- All aspects of Health and Safety relating to the nature of the role.
- The multi-disciplinary operational delivery of large volume property repair service.
- Setting targets and meeting performance and service standards.
- Implementing cost control measures.
- Systems and software for managing property maintenance.

- NHF schedule of rates for ordering works.

Qualifications

- HNC (or equivalent) in Construction/Property Management/Surveying or a related subject.
- Relevant job specific training e.g. Asbestos Awareness, Manual Handling, Dealing with difficult customers etc.
- Accredited HHSRS Assessor/Damp Surveyor (or willingness to complete).
- Candidates will be funded and supported following completion of a successful probation period to undertake a degree in Chartered Surveying (RICS accredited)

