

# Role Profile

## Stock Condition Surveyor

**Base Location:** Agile  
**Responsible to:** Asset Strategy Manager  
**Responsible for:** Not applicable

### Purpose of the Post

To undertake stock condition and HHSRS surveys across the MSV property portfolio to ensure our asset data is accurate and up to date within our Asset Management systems.

As a member of the Asset Strategy team the role will be required to provide the team and wider business with technical expertise in relation to property condition, building information and defects. Duties will also include assistance with the creation of planned investment programmes, asset data quality checks, planning stock condition survey programmes and the analysis of trends for proactive interventions and investment of stock.

### Core Responsibilities

- Undertake stock condition surveys across the MSV portfolio.
- Undertake HHSRS surveys across the MSV portfolio.
- Ensure the reporting and recording of Hazards is completed in line with business processes.
- Ensure survey results are recorded accurately in the asset management system in a timely manner.
- Play a key role in the delivery of the stock condition programme providing assistance to the asset strategy manager with planning and scheduling as well as regular reporting on delivery targets.
- Provide support in reviewing and maintaining an accurate asset data system.
- Assist in the design and implementation of asset surveys.
- Play a key role in ensuring customers' homes are safe and secure in line with decent homes standards and mitigate any risks associated with HHSRS (Housing Health and Safety Rating System) and the Fit for Human Habitation Bill.
- Manage internal and external communication with customers, colleagues, and other partners, ensuring a high caliber customer service is maintained for all matters, providing support and advice.
- To assist in the resolution of complaints by providing technical support and inspections when required.
- To be responsible for safe working practices ensuring the safety of customers, colleagues and stakeholders are paramount in your day-to-day duties.
- Willing to be flexible in your working times considering the need to work outside of normal working hours when required.
- To maintain up to date knowledge and understanding of changes in relevant legislation and good working practice via continuing professional development, training, and accreditation maintenance.

### **Corporate Responsibilities**

- To deliver high levels of customer services and be an advocate for MSV's WOW standards
- Ensures that the customers perspectives is recognised and customer feedback is heard and used to improve satisfaction levels and service.
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity and accuracy of the Group's data.
- To support individual and other colleagues' health, safety and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty as may be required.

Person Specification – Stock Condition Surveyor			
A – Application	I – Interview	C – Certificate	T - Test
Criteria		Essential/ Desirable	Method of Assessment
<b>Appropriate Professional Qualification</b>			
Recognised professional building or construction qualification such as BSc Hons Building Surveying or HNC Building Studies.		E	A
Member of relevant accrediting body e.g., MRICS or MCIOB.		D	A
Level 3 Domestic Energy Assessor qualification.		D	A
Full driving licence and willing to travel across the Northwest.		E	A
<b>Experience and Track Record</b>			
Proven experience of undertaking stock condition surveys.		E	A/I
Proven experience of undertaking HHSRS surveys.		E	A/I
Proven experience of undertaking EPC/RDSAP surveys.		D	A/I
Proven experience in a building surveying role across various property types and in a social housing environment.		E	A/I
Experience in the inspection and survey of domestic property and the diagnosis and remedy of maintenance problems.		E	A/I
Experience of working alone with minimum supervision, managing own workloads and using own initiative to make decisions.		E	I
Experience communicating with a diverse customer group providing high levels of customer service and satisfaction.		E	I
Experience of establishing and developing professional working relationships with internal and external customers, contractors, external partners and colleagues.		E	I
<b>Knowledge and Skills</b>			
Strong knowledge of building construction & pathology and the ability to use this in practice.		E	A/I
Strong knowledge of relevant housing and construction regulations such as Decent Homes standards, HHSRS, Building regulations, Consumer standards and relevant building compliance disciplines.		E	I
Good knowledge of building components, lifecycles and how these are used for investment and business planning.		E	I
Good ICT skills including Microsoft Office packages and mobile surveying applications.		E	I
Knowledge of current techniques for property repair and ability to follow developments and innovations in this field.		E	I
<b>WOW Customer Service Standards</b>			
Demonstrates effective written and verbal communication skills with a range of people ensuring delivery is professional.		E	A/I
Show professionalism and respect to all internal and external stakeholders.		E	I
Take accountability to serve the customer in the required service level agreement.		E	I
Demonstrates understanding and empathy with the needs across diverse groups and individuals		E	A/I

Demonstrates a positive attitude and an excellent customer focus to contribute to great customer service.	E	A/I
<b>Personal Characteristics</b>		
To be committed to taking ownership of problems and solutions and problem avoidance.	E	A/I
To take pride in the tasks carried out and strive to complete them to the best of your ability.	E	A/I
An appreciation of great team spirit and willingness to provide support and assistance to colleagues when able to do so.	E	A/I
To be committed to the objectives of the Group and involvement in planning, implementing and monitoring success.	E	A/I
To be willing to work flexibly and provide cover to meet the needs of the service .	E	A/I
To be committed to learning and development for work related activities and duties.	E	A/I