



## ROLE PROFILE

**Role Title:** Building Surveyor (Repairs)  
**Service:** Housing Services, Repairs & Servicing.  
**Directorate:** Transformation, Housing & Resources  
**Accountable to:** Maintenance Contract Delivery Manager  
**Grade:** SO2  
**Car Category:** Essential  
**Work Style:** Flexible Office Based Worker

---

### Purpose of role

Manage and deliver a cyclical maintenance, responsive and void repairs service to tenants and leaseholders efficiently and cost effectively, in conjunction with the Council's external contractors.

### Key Objectives

1	Responsible for inspecting domestic housing stock & diagnosing building defects from customers reported concerns. Consulting and engaging with customers whilst liaising with key stakeholders.
2	Delivery of the highest customer standards, minimising follow up activity and championing customer satisfaction. Managing the performance and on-site progress of contractors.
3	Ensuring that all works are delivered within timescales and within agreed financial parameters. Ensuring high quality standards and achieving value for money in line with all relevant statutory regulations and H&S compliance.





4	Deliver an effective, efficient and professional surveying service to our customers and stakeholders. This will include managing insurance claims, major & minor complex works and repairs as well as voids including their post inspection.
5	Identify remedial works, produce a schedule of works and completing pro-formas. Select the appropriate work items from the Schedule of Rates and ensure that they are entered onto the works order together with relevant dimensions, materials, and estimated costs. Input the works into our in-house system.
6	Where the work falls outside the scope of the Schedule of Rates or contractual agreements invite quotations and ensure that the work required is entered on the work order including all relevant dimensions, materials, and costs.
7	Undertake on-site inspections of work in progress or, upon its completion, check that the repairs ordered have been carried out satisfactorily and that accounts submitted are correct.
8	Diagnose causes of complex repair issues, recommend solutions, order, and certify work, monitor, and manage payment of completed works, maintain information on progress to enable adequate reporting. Provide accurate technical advice to customers and key colleagues
9	Monitor contractor performance and compliance with contract conditions. Agree variation orders and certify accounts.
10	Work with tenants, leaseholders, tenant groups, and contractors to manage and monitor the pre and post inspection of cyclical maintenance, responsive and void repairs work in accordance with performance indicators, targets, policies and re-let standards.
11	Have a good working knowledge of the Construction Design and Management Regulations 2015(CDM) and primary Health and Safety Regulations relating to maintenance and construction works and knowledge of statutory, regulatory and legislative requirements as they apply to traditional and non-traditional forms of construction.
12	Provide technical support for colleague's post-handover of new developments to ensure quality control through to the completion of defects period, liaising with colleagues.
13	Identify and manage insurance claims ensuring most economically advantageous outcome for the organisation. To include, property





	inspections, managing decants of customers with housing colleagues, liaising with loss adjusters/insurance team and works delivery.
14	Undertake statistical analysis for the production of reports on KPI's on cyclical works programmes, responsive and void repairs, including customer satisfaction.
15	Ensure all works documentation is recorded accurately, in accordance with the Council's procedures and maintain all databases, systems and project files and issue timely reports as required by the managers.
16	Operate and actively assist in the development of appropriate computerised information systems and assist in the introduction of new technology.
17	Chair regular site meetings which review progress against the contract specification and identify or assess future problems so that the contractor can take prompt and timely action to keep the works on course and meet the required specification.
18	Establish, build, develop and maintain professional relationships with contractors to create mutual trust and respect necessary to ensure work is carried out on time, to the exact specifications and so that when problems arise they can be dealt with speedily and satisfactorily.
19	To investigate and identify building works required to remedy serious or complex defects including fire damaged and structurally unsound or damaged properties providing reports on findings and recommendations. Liaise with the Councils insurance team where necessary to do this.
20	Management and coordination of fire damaged properties to ensure minimal rental loss and maximum reinstatement. Carry out inspections and develop costed proposals for insurance liaison and project delivery.
21	Efficient budget monitoring within individual patch area of operation, ensuring spend is recorded accurately against assets and appropriate categories. Review invoices and requests for payment from contractors, challenge and resolve submissions when required.
22	Assist in ensuring the efficient management of compensation and recharge policies and procedures
23	Ensure all ongoing professional and personal development is updated. To support in training and development of Surveying Apprentices as appropriate





24	Assist in responding to Complaints, Patch Problems and MP enquiries
25	To provide cover based on needs of the business as necessary to ensure that all services are adequately provided.

## Scope

The post holder works as part of the Repairs & Servicing Team and provides support to the Maintenance Contract Delivery Manager, to enable them to deliver the service objectives.

The post holder will have contact with the team and service managers from across the organisation, developers, contractors, tenants, members of the public and Elected Members and will answer queries in a professional manner.

The post holder will develop work packages for procurement of external contractors, liaise with contractors to ensure that works are undertaken competently, promptly and within budgets.

The post holder may be required to be on call as part of a rota.

## Work Profile

### 1. Strategy

The post holder is a member of the Repairs & Servicing Team and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan. They also contribute through their work, to the development, planning and delivery of repair works identified by the council.

### 2. Performance

The post holder will be responsible for the successful delivery of repair works, voids and tasks that they allocate and contribute to the overall performance of the wider team.

### 3. Service Quality

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.





#### **4. Resource Management**

The post holder will be responsible for budget and spend allocation associated to property repair works undertaken by the council.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them, in order to undertake their own role.

#### **5. Supervision and Management**

The post holder has no line management responsibilities.

#### **6. Culture**

The post holder will support the development of a positive organisational culture that is outward looking, evidence based, and customer focused. The post holder will promote equality of opportunity in the delivery of the duties of the role.

#### **7. Communications**

The post holder will be expected to communicate professionally and effectively with those contacting the service.

#### **8. Main Contacts Associated with Principal Duties**

The main day to day contacts for the post holder will be their immediate team, service and team managers, developers, contractors, tenants, members of the public and Elected Members.

#### **9. Commitment**

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

The post holder may be required to be on call as agreed.





## **10. Risk Management**

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

## **11. Working conditions**

The post holder will be expected to undertake site visits, including visits to construction sites, as well as being office-based.

## **12. Equal Opportunities**

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

## **13. Customer Focus:**

To meet the Council's Standards of Customer Care at all times.

## **14. Core Tasks**

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

## **15. Health & Safety**

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

The post holder is responsible for ensuring that contracts abide with the relevant H&S and CDM regulations that protect workers and visitors to sites.

## **16. Legislation**

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures





## **17. Training & Development**

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

## **18. I.T.**

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

## **19. Creativity**

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.

## **20. Decisions and Consequences**

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

## **21. Work Context**

The post holder works as part of the Repairs & Servicing Team to enable them to deliver their service functions and objectives. They will have contact with team and service managers from across the organisation, developers, contractors, tenants, members of the public and Elected Members and will answer queries in a professional manner.

The post holder will undertake property surveys to ensure the delivery of the property repair and void works.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

## **22. Physical Demands**

The post holder will be expected to undertake external site visits, including visits to construction sites.









## PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
<b>SKILLS AND KNOWLEDGE</b>  Technical knowledge and qualifications	Educated in Building Surveying.	X		A
	Have or working towards one or more of the following CSRT / CSSW / CSCS /CRDS/ CSDTB/ CSDB		X	A
	Evidence of Continuing Professional Development	X		A, I
	Experience in general building surveying and the ability to diagnose complex repairs.	X		A, I
	Experience of dealing with void homes	X		A,I
	Working knowledge of the Construction (Design and Management) Regulations 2007 relating to maintenance and construction works	X		A, I
	Experience in drawing up proposals for planned works schemes, including tendering and contract administration.		X	A, I
	A proven track record of dealing with property repair work contracts and contractors.	X		A,I





	Experience of using Microsoft applications in particular Word, Excel and Outlook	X		A, I
<b>Planning and organising work</b>	Ability to organise contract administration and construction partnering arrangements	X		A, I
	Excellent organisational skills	X		A, I
	Excellent administration skills with a high level of attention to detail	X		A, I
	Ability to prioritise own workload, work under pressure and meet multiple deadlines	X		A, I
	Ability to handle confidential information	X		A, I
<b>Planning capacity and resources</b>	Experience of supervising training, motivation and organisation of contractors	X		A, I
	Able to plan resources and tasks to ensure a resilient and efficient services outcomes.	X		A, I
<b>Influencing and interpersonal skills</b>	Ability to communicate effectively both orally and in writing.	X		A, I
	Customer care / good interpersonal skills	X		A, I
	Ability to work as part of a team with a flexible approach	X		A, I
<b>PROBLEM-SOLVING</b>	Enthusiastic and positive attitude	X		A, I
	Using initiative to overcome problems Able to contribute constructive ideas to the team	X		A, I
<b>Managing risk</b>	Able to identify, report and mitigate any risks encountered during the execution of the role	X		A, I





<b>Managing change</b>	Able to handle change with a resilient and positive attitude	X		A, I
<b>ACCOUNTABILITY and RESPONSIBILITY</b>	Able to work well with minimal supervision	X		A, I
<b>Undertakes tasks without supervision</b>				
<b>Other</b>	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		<b>Document Checks (includes Basic DBS)</b>
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		I
	The ability to visit individual sites across the Borough including dealing with short notice emergency jobs and the need to ensure appropriate personal protective clothing and equipment is at hand, e.g. surveyors ladder and tools	X		I
	Willingness to be flexible in hours worked if, required		X	A, I
	Full Driving Licence and access to vehicle	X		A

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:**

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together;
- We do what we say we will do when we say we will do it





**In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:**

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

**Other information**

- able to travel to meet service delivery requirement
- available to undertake work outside of normal working hours

