

Ryknel Homes Ltd.

Job Description

Division: Asset Investment

Post: Surveyor

Post Number: RH369

Responsible To: Lead Surveyor

Subordinates: None

Key Accountability

Responsible for the surveying and managing of the works process of all surveying works on behalf of the business. This includes damp and mould, repairs and maintenance, disrepair, component replacement appraisals, property asset appraisals, stock condition, EPC and joint visits with Neighbourhoods. This role will entail an end-to-end service for all works, from surveying of our customer's homes, arranging required works and post works quality inspection.

To ensure that a robust surveying and post inspection service is provided to our customers. Key responsibilities include compliance with processes and procedures, statutory regulations, Health and Safety management, quality, and the provision of excellent customer service.

Main Duties and Responsibilities

- To undertake surveys in customer's homes, where damp or mould, repairs and maintenance or disrepair has been reported.
- To diagnose causes of potential works and the required rectification works.
- To accurately record all findings and required works, carrying out a full assessment.
- To report findings to allow required works to be undertaken.
- To instruct and manage the identified works within their financial sign-off, both utilising our internal repairs team and our special contractors as required.
- To escalate to senior manager above financial sign off and agree required works.
- To verify works undertaken in our customer's home and carry out quality inspections to ensure works have been completed and we have appropriate resolution.

- To agree variations with 3rd party contractors as required during the progress of the works.
- To liaise with our internal teams across the business as required.
- To provide an excellent customer service to our customers and work with them to get the best out of their homes and prevent future works where appropriate.
- To assist with the contract management of all allocated works to ensure compliance with the scope of work, original inspection, all associated specifications and all appropriate legislation.
- To carry out post inspections to all properties within the work programme, to ensure all works have been completed to the expected standard and quality.
- To keep under review the quality standard and specifications for works in consultation with management, contractors, neighbourhoods staff and customers.
- To provide weekly progress reports on the management of all contractor works to management.
- To carry out Health and Safety inspections to ensure safe systems of work are complied with, and the construction phase plan is maintained and adhered to.
- To ensure that all statutory requirements, standing orders, contract regulations, financial regulations and other relevant requirements are adhered to.
- To have an awareness of the current Construction Design Management (CDM) regulations and ensure, in liaison with management, that all works are within compliance.
- To liaise with contractors to ensure risk assessments and other appropriate processes are in place and complied with.
- To lead on any planning or building regulation requirements relating to planned works.
- To take ownership of professional development and keep up to date with relevant legislative changes.
- To develop and maintain a culture of continuous improvement, encouraging innovation and cutting-edge service delivery.
- To ensure that all verbal and written communication with tenants is in an appropriate manner so that understanding of decisions is effective. Provide clear, accurate, detailed and concise written reports, including assessment of technical compliance of tenant improvement requests.
- The post holder will work with colleagues across the business to ensure customer's needs are fully considered when undertaking works within occupied homes.

- To work with all services within the organisation to ensure the proposed outcome from the inspection and works meets corporate and individual needs.
- To carry out stock condition and EPC surveys as part of a rolling annual programme.
- To carry out stock condition and EPC surveys for completed void properties.
- Investigate customer accidents in the home devising an outcome report for Senior Management.
- Provide technical partnership for Neighbourhood Services in relation to boundary disputes, party wall notices, mutual exchange inspections, transfer inspections, alteration requests and HHSRS concerns.
- Provide technical partnership for Regeneration in relation to right to buy, buy backs and boundary disputes.
- To undertake any other duties as requested commensurate with the post.

Key Contacts

- Regeneration team
- Property Services team
- Neighbourhood team
- Tenants and Service Users
- Service user Groups – TARGs, Community Partnerships
- Councillors and MPs
- Rykneld Homes Senior Management Team and Directors
- Rykneld Homes Service managers and staff
- Contractors/Partners and their representatives including managed services.
- External contractors
- Health & Safety team

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Skills and Experience</u>		
<ul style="list-style-type: none"> Knowledge of the building maintenance industry including relevant experience in the inspection of domestic property and the remedy of maintenance problems. At least 3 years directly related experience of working in domestic building maintenance. At least 3 years' experience directly related to contract supervision within the construction and building maintenance industry Social housing or local authority experienced Must be conversant with relevant current legislation and statutory requirement relating to building and inspection works. Experience of surveying and rectification of damp and mould Ability to organise and prioritise work to meet deadlines and targets. The ability to understand and apply policy and procedures in day to day working. An understanding of customer focussed service delivery. Excellent keyboard skills and the ability to use a variety of IT systems to record and process data accurately and efficiently. Ability to use initiative and make informed decisions. The ability to adapt to new systems and procedures and the help colleagues use these effectively Technical communication skills for effective interactions with staff and external contractors. 	<div>✓</div> <div>✓</div> <div></div> <div>✓</div> <div></div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div>	<div></div> <div></div> <div>✓</div> <div></div> <div>✓</div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<ul style="list-style-type: none"> Demonstrate understanding of the principles of operating a business in a competitive environment and within a public sector context. 	<div>✓</div>	

<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Commitment to equalities legislation and a good understanding of its relevance to this post. • Commitment to customer care and an understanding of its relevance to this post. • Committed to team working with a positive approach to problem solving • Articulate, with the ability to communicate with a wide variety of stakeholders • Self-motivation and personal drive to complete tasks to required timescales and quality services standards. • A keen eye for detail and the constant drive to develop improvement in delivery standards 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
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Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.