

# **Rykneid Homes Ltd.**

## **Job Description**

**Division:** Asset Investment  
**Post:** Assistant Surveyor  
**Post Number:** RH418  
**Responsible To:** Lead Surveyor  
**Subordinates:** None

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### **Key Accountability**

Responsible for the surveying and managing of the works process on behalf of the business. This includes stock condition, EPC, repairs & maintenance and various property condition surveys and asset appraisals. 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 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.

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### **Main Duties and Responsibilities**

- To undertake a full range of assets surveys in customer's homes, where defects have 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 include accurate evaluations, measurements and material quantities.
- 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 3<sup>rd</sup> 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 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 take ownership of continued professional development (CPD) 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.
- 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

| <b>Personal Skills/<br/>Characteristics</b>   | <b>Essential</b>   | <b>Desirable</b>   |
|---|--|--|
| <b><u>Skills and Experience</u></b>   |  |  |
| <ul style="list-style-type: none"> <li>• Knowledge of the building or building maintenance industry. A basic understanding of methods of construction, the main elements of a building and an understanding of repair methods. At least 1 year directly related experience of working in domestic building or building maintenance. Experience in the inspection of domestic property and the remedy of maintenance problems would be an advantage.</li> <li>• Social housing or local authority experienced</li> <li>• Must be conversant with relevant current legislation and statutory requirement relating to building and inspection works.</li> <li>• Experience of surveying and rectification of damp and mould</li> <li>• Ability to organise and prioritise work to meet deadlines and targets.</li> <li>• The ability to understand and apply policy and procedures in day to day working.</li> <li>• An understanding of customer focussed service delivery.</li> <li>• Excellent keyboard skills and the ability to use a variety of IT systems to record and process data accurately and efficiently.</li> <li>• Ability to use initiative and make informed decisions.</li> <li>• The ability to adapt to new systems and procedures and the help colleagues use these effectively</li> <li>• Technical communication skills for effective interactions with staff and external contractors.</li> </ul> | <ul style="list-style-type: none"> <li>✓</li> <li></li> <li>✓</li> <li></li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul> | <ul style="list-style-type: none"> <li></li> <li>✓</li> <li></li> <li>✓</li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> </ul> |
| <ul style="list-style-type: none"> <li>• Demonstrate understanding of the principles of operating a business in a competitive environment and within a public sector context.</li> <li>• Leadership &amp; people management skills including motivation, team building and staff development</li> </ul>   | <ul style="list-style-type: none"> <li></li> <li></li> </ul>   | <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>   |

| <b>Personal Skills/<br/>Characteristics</b>  | <b>Essential</b>   | <b>Desirable</b>   |
|--|--|--|
| <ul style="list-style-type: none"> <li>• Demonstrable Project supervisory skills with an ability to identify key actions, milestones, workload prioritisation resource planning and action plan towards efficient delivery.</li> <li>• Effective communication &amp; presentation skills including knowledge and familiarity with ICT</li> <li>• Ability to work effectively under pressure, responding flexibly to tight deadlines.</li> <li>• Knowledge of the current local government democratic processes and understanding of the political context in which the service is delivered.</li> <li>• Knowledge of related and appropriate Health &amp; Safety legislation and an ability to apply this in practice</li> <li>• Knowledge of appropriate policies and procedures relating to current Building Regulations, Housing Act, HHSRS and Awaabs Law.</li> </ul>  | <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> | <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> |
| <p><b><u>Qualifications and Training</u></b></p> <ul style="list-style-type: none"> <li>• This role is very much aimed at skilled and ambitious individuals who want to progress their surveying career. You must be fully prepared and motivated to engage in a structured training program to further develop your career, which will consist of a series of internal and external training programs.</li> <li>• Educated to a minimum of A Level, ONC, Level 3 qualification or equivalent in a related discipline, <b>or demonstrable relevant experience</b></li> <li>• Evidence of appropriate levels of continuous training relating to Health and Safety management</li> <li>• Evidence of commitment to continuous personal and professional development</li> <li>• A specific industry recognised qualification in relation to property Damp and the methods used for remediation (training can be provided)</li> <li>• Domestic Energy Assessor (training can be provided)</li> </ul> | <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>                                      | <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> |

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

**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.