

## **Rykneld Homes Ltd.**

### **Job Description**

**Post:** Lead Surveyor  
**Post Number:** RH371  
**Service:** Asset Investment  
**Responsible to:** Head of Asset Investment  
**Responsible for:** Surveying Team

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#### **Role Purpose**

To lead a surveying team undertaking a full range of surveys to all buildings and associated land managed by Rykneld Homes, in both tenanted and void properties. To capture high quality survey data to directly inform the delivery of maintenance, improvement and capital investment programmes required.

To personally undertake surveys as part of the team where there are complex situations or emergency requirements.

Working in partnership with other senior managers within the business to ensure 'whole house' approaches to asset investment.

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#### **Duties and Responsibilities**

- To lead a team delivering stock condition, damp & mould, void works, mutual exchange, buy-back, repairs & maintenance, tenant alteration requests and disrepair surveys.
- Ensuring all legislative and regulatory requirements are considered and HHSRS assessments are undertaken at the time of survey.
- To assist the Health and Safety team in undertaking any required checks whilst surveying, for example fire compartmentalisation checks in roof spaces.
- To assist with the development of strategies to respond to concerns regarding sound transfer/noise nuisance.
- To develop and maintain excellent working relationships with other service areas to ensure a cohesive approach and a team ethic.

- To identify and report any risks to the Head of Asset Investment, escalating concerns where required to ensure the health, safety and wellbeing of our customers and employees.
- To have an awareness of our safeguarding duties, to ensure the team act promptly and appropriately and any necessary reporting requirements are met.
- To ensure all required EPCs are conducted before properties are let and to inform the stock investment process.
- To integrate with capital investment programmes to ensure that the surveying team are fully updated on the technical and performance of projects. To ensure that the surveying team can accurately respond to needs of these properties in the future taking full account of the design and performance of the properties following completion of work programmes.
- To work with the ICT team to ensure integration of systems. Managing the team to capture data consistently in the agreed format. Checking that any relevant notes are added to the Customer Relationship Management system.
- Produce written reports as required to support decision making and for providing management information to the Head of Asset Investment and Senior Management Team.
- To develop and implement performance indicators for the service, undertaking one to ones and annual reviews with the team members, praising strong performance and managing under performance.
- To undertake post survey/works audits and manage customer satisfaction outcomes.
- Clear communication to customers and internal teams on the findings of surveys is required and the integration of surveying with our IT system is essential.

## Person Specification

	Essential	Desirable
<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>• 5 years' experience in building surveying taking account of all statutory legislation, in particular HHSRS</li> <li>• Experience of working in social housing and with traditional and non-traditional build types</li> <li>• 2 years' experience of managing or supervising a team</li> <li>• Experience of writing reports and presenting complex data to a senior or technical audience</li> <li>• Experience of attending court as a specialist technical witness</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>• Building and maintaining relationships with internal and external stakeholders</li> <li>• Inquisitive and analytical with attention to detail.</li> <li>• Technical competence in identifying and diagnosing property defects</li> <li>• Agile in thinking and approach to meet the demands of a rapidly changing operating environment</li> <li>• Strong knowledge of IT and technology</li> <li>• Proactive in suggesting new ways of working that maximise business and customer benefits</li> <li>• Results driven with a keen eye for performance standards and successful delivery.</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b><u>Qualifications</u></b></p> <ul style="list-style-type: none"> <li>• Degree qualification in Building Surveying (minimum qualification level 6)</li> <li>• Working towards MRICS or CIOB</li> </ul>	<p>✓</p>	<p>✓</p>

<ul style="list-style-type: none"> <li>• Leadership / Management qualification</li> <li>• Domestic Energy Assessor Qualified – Will be required to complete if not already qualified</li> <li>• A commitment to continuous professional development</li> </ul>	✓	✓
<p><b><u>Other attributes</u></b></p> <p>Must have a full driver license and have a suitable vehicle available for work purposes.</p>	✓	

**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 short-listing manager.