Role Profile

Role Title: Surveyor

Directorate: Housing Services

Department: Property Services

Team: Responsive Repairs

Role Identifiers:

- Career Ladder: Professional
- Level: Level 2
- Function: Technical Speciality/Skilled Trade
- Discipline: Technical Speciality/Skilled Trade Generalist/Multi discipline

Main Purpose of Role:

Provide an excellent and professional housing maintenance service and be responsible for the specification, issue, supervision and monitoring of repairs related building maintenance. Including repair and maintenance, void works, refurbishment, adaptations, modernisation and improving and servicing our properties to meet customer expectations.

To ensure that all responsive repairs works are carried out to the required standard and that quality and value for money issues are demonstrated.

Outputs & Accountabilities

Work within agreed budgets and cost controls, ensuring adherence with financial procedures at all times and produce reports and other information as required in line with statutory, regulatory and policy requirements.

Provide technical reports, appraisals, measurement, costings and estimates as required.
Undertake surveys and prepare schedules and any contract specification documents. Amend existing documents to reflect any changes or enhancements to the existing repairs service as directed.

Issue warning/default notices, enforce liquidated damages and issue variation orders etc as required.

Identify and report to the Team Leader any trends identified which relate to quality and quantity of work undertaken by operatives and contractors.

Under the direction of the Team Leader monitor, supervise and control the repairs service and ensure compliance with any contracts or service level agreements

Ascertain, report on and take mitigating action, as required, for known risks associated with the repairs service including carrying out ‘desk top’ reviews of Fire Risk Assessments

Monitor and report on areas of inappropriate specification of work from the client requiring further inspection and work.

Regularly inspect the quality of workmanship in accordance with the agreed standard specifications of work as directed.

Monitor all recalls as required and ensure recall work is carried out to our customer’s satisfaction.

Identify rechargeable works on inspection and ensure that the appropriate section is informed in order to maximise income recovery.

Identify unsafe working practices undertaken by operatives and contractors and report these to the Team Leader.

Identify repairs which are covered under the latent defects liability (or any guarantees) and inform the Team Leader.

Ensure the delivery of all responsive repairs, cyclical and planned maintenance programmes, aids and adaptations and emergency call outs in accordance with agreed performance standards.

Work collaboratively with all stakeholders, Residents/Internal & External Agencies/ Internal Audit to increase customer satisfaction and compliance with the contract(s) and enhance resident experience through partnership working.

Assist in the preparation of specifications, drawings, estimates and tender documents as required.

Contribute as a key member of the Property Services Team and to work collaboratively with other managers within Property Services, and across the Group.
Prepare reports and attend, when requested or required, meetings with the client(s), working groups, tenants group, always acting as a responsible representative for The Hyde Group. This may include some evening and weekends.

Undertake all duties in line with The Hyde Group’s values, policies and procedures and regulations ensuing that the work undertaken actively promotes equality of opportunity and non-discrimination.

Follow policies, procedures and systems covering all aspects of work. Raise any non compliance or process failures with Managers as set out in the Risk Management framework, encompassing Health and Safety, Data Protection and management controls or compliance with all statuary, regulatory and policy requirements relating to the management of the Hyde Group.

I agree to carry out the duties specified in the role profile:

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<tr>
<th>Signed Employee:</th>
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<tr>
<td>Signed Line Manager:</td>
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## Expected Competencies for Surveyor

| TECHNICAL QUALIFICATIONS          | • RICS  
|                                  | • HND/HNC or Degree or Equivalent & Professional qualification  
|                                  | • Gas  
|                                  | • Gas Safe Registration  
|                                  | • Electrical  
|                                  | • NECEIC but NICEIC DISQ (Domestic Installers Scheme Qualification) would suffice  
|                                  | • Asbestos  
|                                  | • P405 minimum  
|                                  | • M&E - C.Eng MCIBSE  |
| LEADERSHIP                       | • Is self-motivated  
|                                  | • Talks positively about the organisation and acts as a role model demonstrating appropriate behaviours;  
|                                  | • Is open, honest and respectful to key staff and key stakeholders  
|                                  | • Is approachable and consistent in all their interactions  |
| BUSINESS ORIENTATION AND STRATEGIC THINKING | • Provides advice regarding standard issues/problems within their given area and with limited supervision  
|                                  | • Focuses delivery on immediate operational priorities, identifying reputational and regulatory risks linking to their work area  
|                                  | • Manages small scale budgets for individual projects within their immediate work area  
|                                  | • Identifies areas of non-compliance and escalates issues where necessary  
|                                  | • Understands relationships between work processes and the organisation and their impact  |
| CUSTOMER FOCUS (INTERNAL AND EXTERNAL) | • Seizes opportunities to interact with, and build/maintain relationships with internal/external customers  
|                                  | • Consistently delivers a good quality service to all customers; escalates issues where required  
|                                  | • Seeks and gains feedback from customers where possible  
|                                  | • Proactively seeks and finds new ways to involve customers in projects  |

| CHANGE MANAGEMENT               | • Quickly adapts their approach to changing circumstances  
|                                  | • Understands the potential benefits of change  
|                                  | • Suggests changes and improvements to project delivery  
|                                  | • Supports the implementation of change effectively  |

| TECHNICAL EXPERTISE             | • Looks for opportunities to add depth and breadth to their technical knowledge  
|                                  | • Acts as a technical resource for colleagues/peers  
|                                  | • Expands fundamental knowledge in own discipline and broadens skills  
|                                  | • Applies knowledge and skills to a variety of standard activities  |

| DELIVERY FOCUS                  | • Organises own work to meet timeframes and deadlines, as set by others; is heavily guided and instructed by others  
|                                  | • Takes ownership and delivers on expectations and commitments as requested (where appropriate)  
|                                  | • Looks to make things happen rather than being easily offset by obstacles;  
|                                  | • Steps outside the mandatory requirements of their role ; suggests improvements  |

| PROBLEM SOLVING                 | • Solves standard and non-standard problems, choosing from a range of standard or routine methods/processes  
|                                  | • Recognises and gathers important information using appropriate resources  
|                                  | • Finds creative ways to deliver outcomes  
|                                  | • Considers logical and practical decisions/solutions based on knowledge and analysis  
|                                  | • Escalates the issues where required  |

| COMMUNICATION, NEGOTIATING, INFLUENCING | • Listens actively; and conveys key messages and describes processes clearly and effectively  
|                                          | • Prepares and provides accurate and timely written and verbal communication  
|                                          | • Is credible and confident in their specialist field or operational area  
|                                          | • Adapts style of communication accordingly to convey technical concepts, analysis or conclusions to a non-technical audience  |

| TEAMWORK, COACHING & GUIDANCE     | • Acts as a team member by sharing and gaining information from others  
|                                  | • Has ongoing dialogue with peer team members to develop a sense of team and consensus  
|                                  | • Is receptive to feedback and applies learning from it  |