

Maintenance Surveyor

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do, and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open, and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues, and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

Purpose of your role

The primary function of the role is to provide a responsive repair and void surveying service for Southern Housing.

To ensure that all Southern Housing owned and managed properties are maintained to the highest possible standards and that all statutory and regulatory requirements are met.

To ensure staff, residents, leaseholders, managing agencies and property owners are provided with a high standard of service.

The location

You'll be based at one of our main offices in either Farringdon, Croydon, Maidstone or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- To undertake the management of responsive repairs including taking corrective action where necessary and report regularly to the Contract Manager on progress.
- To analyse and assess building defects, provide remedial proposals and prepare specifications for remedial repairs. To ensure that specifications are up to date and meet current legislative standards.
- To obtain where necessary quotations and estimates, in accordance with our procurement procedures.
- To maintain communication and consultation to the highest possible standards of customer care with all stakeholders.
- To ensure work is carried out within the budgets and value for money is achieved, by monitoring and reporting on performance.
- To continuously identify ways of delivering the service in a more efficient and effective way.
- To suggest improvements to procedure, processes and quality control.
- To provide advice to other staff, both technical and non-technical, on construction and building related matters. This is to include desktop reviews of drawings and specifications for new developments to advise the Soft Landings team members of issues to be resolved.
- Monitor the performance of contractors and consultants and provide reports to the Contract Manager or Head of Service.
- Carry out post inspection/quality control checks on works and pursue any necessary redress to achieve satisfactory completion.
- Carry out H&S spot checks and monitor contractors and ensure contractors are working safely and complying with all relevant Health & Safety risk assessments and method statements.
- To manage complaints through the complaints process, receiving, taking ownership and providing written responses as required.
- Undertake the role of lead officer for responsive repair and void works and follow the Southern Housing contract management framework.
- To monitor and keep accurate records of progress on site, including a record of any variations, snagging and health and safety records. Accurately update Orchard and APEX on the progress of all jobs. Accurately record and acknowledge all customer contacts, complaint details, actions and learning points on CRM/CD.
- Promote and encourage customers to verify and self-serve on our customer portal and mobile app.
- Embrace and promote Southern Housing culture, values and behaviours, helping to create an environment which is supportive, and a place where it's enjoyable to work.
- To carry out any tasks deemed appropriate or required by the Contract Manager or Head of Service with the team, to create greater resilience across service charge setting activities.
- Be available for OOH cover, when necessary, as per the agreed rota for Contract Services.

What you'll need:

1. Skills, knowledge & experience

Essential

- At least 2 years' experience as a building surveyor in a maintenance environment carrying out pre and post inspections.
- Experience of working with contractors using SOR and non-SOR contracts.

- Effective communication skills, both orally and in writing.
- Ability to produce detailed specifications of work.
- A competent knowledge of relevant and current codes of practice, building regulations, health and safety legislation, standards, and materials.
- An in-depth knowledge of construction and design and construction related defects and how to avoid them.
- Knowledge of procurement law and different forms of contract
- Knowledge of contract management
- Good IT skills ability to use mobile technology.
- Excellent communication skills, ability to communicate clearly and effectively both orally and in written reports.
- Ability to use the appropriate IT tools to produce reports, documents, emails, including using Excel and Word to compile reports for different audiences.
- Can communicate answers and solutions confidently to customers/colleagues' face to face, by phone and by writing in customer friendly language.
- Strong negotiating and influencing skills, be persuasive and diplomatic while remaining independent.
- Organised and methodical approach to work
- Be attentive to detail when writing specifications, checking work and materials.
- Strong contract management skills
- Budget management and controls

Desirable

- Membership of RICS, CIOB or similar professional organisation is desirable but not essential.
- Experience of working with a direct labour force and contractors