



Job Description

Role title	Project Surveyor	Directorate	Contract Services
Grade	<i>People Manager</i>	Department	Reactive Repairs - Direct Services

Accountable to	Head of Property Services
Accountable for:	Clerk of works, Team Assistant, Resident Liaison Office, Estate Inspectors (Midlands only)

Job purpose:

- To ensure the provision of an efficient asset management service for a specified area to Southern Housing owned and managed homes.
- To ensure contracts and works are delivered in a timely and cost effective manner to agreed quality standards, value for money, statutory and regulatory legislation, health & safety compliance, ensuring high levels of customer and client satisfaction.
- Effectively manage and supervise staff to successfully deliver projects on time and within budget.
- Undertake a range of property surveys, prepare specifications and schedule of works for tender.

Principal accountabilities:

1	To ensure all maintenance activities are carried out in accordance with the organisation's standards and legislative requirements.
2	To supervise the work of others as appropriate, encouraging and supporting staff to ensure the work is completed to a high standard, creating a sense of team spirit, and giving recognition for a job well done
3	To undertake day to day contract management of planned maintenance projects including taking corrective action where necessary and report regularly on the progress of individual schemes. Undertake the role of lead officer and follow the Southern Housing contract management framework. Meeting external contractors on a monthly basis to monitor performance.



4	To prepare programmes, budgets, risk assessments and cash flow forecasts for individual projects and manage implementation to the highest possible quality and safety standards
5	To maintain communication and consultation to the highest possible standards of customer care with residents and resident groups throughout the project from initial initiation throughout implementation to final review.
6	To ensure that work is carried out within the budgets and that value for money is achieved, by monitoring and reporting on performance.
7	Undertake a range of property surveys including technical appraisals of properties, property defect analysis and diagnostic surveys. Preparing specification and schedule of works for tender.
8	To manage complaints through the complaints process, receiving, taking ownership and providing written responses as required. To continuously identify ways of delivering the service in a more efficient and effective way
9	To ensure that properties and communal and external areas are safe and comply with Health and safety legislation.
10	To advise residents on building maintenance issues in their own home and at resident forums.
11	To ensure that residents and leaseholders are informed and consulted in advance of planned and current works.
12	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 Property Soft Landings team members of issues to be resolved.
13	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.
14	Promote and encourage customers to verify and self-serve on our customer portal and mobile app.

Person specification:

1	<p><u>Knowledge/Experience:</u></p> <p>Essential</p> <ul style="list-style-type: none"> • Membership of RICS, CIOB or equivalent level experience • Previous building surveying or construction experience delivering a customer focused service
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	<ul style="list-style-type: none"> • HNC in building studies or equivalent level experience • Effective communication skills, both orally and in writing. • Experience of project managing and delivering major works and service contracts • Staff management and supervision • Experience of contract management • Experience of undertaking property surveys and specifying and tendering work • Knowledge of relevant legislation, codes of practice, in regards to building, construction and health & safety • Knowledge of procurement and different forms of contract <p>Desirable</p> <ul style="list-style-type: none"> • Working knowledge of the law pertaining to repair, landlord and resident/leasehold management
2	<p><u>Skills</u></p> <ul style="list-style-type: none"> • 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 • Solution focused, ability to create innovative solutions • 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, and dealing with complaint responses • Strong contract management skills • Budget management and controls • Managing time and resources to deliver a day to day repair and void service
3	<p><u>Abilities</u></p> <ul style="list-style-type: none"> • Able to give/receive feedback in a constructive manner • Can empathise with customers and listen carefully • Able to analyse data to identify trends and priorities to produce management reports • Able to work with minimal supervision and confident using own initiative. • Able to manage the workload of staff and prioritise tasks • Self-motivated with high energy and enthusiasm • Pragmatic, creative approach to problem solving, can quickly identify and evaluate problems to reach a solution • Able to manage a flexible and demanding workload to meet agreed targets and



	<p>deadlines.</p> <ul style="list-style-type: none">• Decisive and can distinguish when to be flexible and when to be firm.• Ability to undertake site visits, which may include working at heights/use of ladders etc.• Ability to establish appropriate working relationships with the contractors and other staff• Motivate and develop staff to deliver an excellent service• Understanding principles and practice of equality and customer care in delivering effective services. Commitment to providing a high quality service to all customers.• Have good judgement, to decide when to insist on corrections, when to persuade or negotiate, and when to compromise• Able to carry out audits and present findings• Able to write accurate correspondence and reports• A full UK driving licence & access to a vehicle
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