Role Profile

Role Title: Surveyor – Maintenance

Business Area: Customer Services
Department/Team: Maintenance – Operations
Reports to: Contracts Manager Response, Voids & Minor Works
Direct Reports and span of control: None
Dimensions (budget holder, level of contract/systems etc responsibility): None
Created/Reviewed date: October 2022

Role Purpose

To ensure that Aster provides a "safety first" culture and delivers an affordable, profitable, efficient, and customer-orientated property management service across all operational delivery areas.

Key Accountabilities

The Aster Property Senior Management Team provides overall leadership of the property maintenance company through the operation of a team of experienced, skilled, flexible, and adaptable Directors and Heads of Service. Each Management team member will hold a number of business portfolios within given regions, some which will involve service provision across the Group. From time to time both job responsibilities and business portfolios will be reviewed and amended by the Maintenance Director to reflect changed business needs.

The Contracts Managers based in Hampshire, Wiltshire, Somerset, Devon & Cornwall, and Dorset will each be responsible for their specific portfolio areas. However, they will be expected to work closely together to deliver all maintenance services in these geographical regions and will hold joint responsibility to deliver all programmes and maintenance works in the most efficient way possible through a flexible approach to the use of all resources available.

Some regions will have Principal Surveyors, The Principal Surveyors will have responsibility for leading a team of qualified surveyors providing surveying activities and contract administration duties for all maintenance services within their portfolio regions.

Some Surveyors are to be assigned major works and cyclical planned maintenance programmes to deliver and allocated a geographical patch that is aligned to several housing neighbourhood officers.

Some Surveyors will be responsible for surveying any void properties, void disposal properties, Pre-termination inspections and Voids portfolio management.

Repairs Surveyors will be responsible for responsive repairs surveys that have been requested by customers, post inspections & identifying communal repairs, ensuring these are managed through to completion.

Portfolio Areas:

- Response Repairs
- Minor Works

Service Delivery

(1) To ensure that the quality of the maintenance services provided to all customers is of the highest possible quality within the resources available, meeting the requirements of best value, performance standards and best practice and is set out in clear service standards. Proactively responding to complaints for customers ensuring they are resolved in a timely manner.

(2) To ensure services provided remain flexible and responsive to changing patterns of demand and expectation. In conjunction with the other contracts' managers, lead the review, development and continuous improvement of all maintenance services.

(3) To ensure that the quality of all specified portfolio services provided to all customers is of the highest possible quality within the resources available, meeting the requirements of best value, performance standards and best practice

Technical Surveying

(4) Undertake domestic and commercial building surveys as required to provide advice on matters such as construction defects, disrepair and dilapidations. Where necessary produce detailed reports concerning findings including options for remedial solutions with cost estimates and proposals regarding safe methods of work.

(5) Provide advice to colleagues regarding legislative matters such as Regulatory Reform (Fire Safety) Order 2005, Planning and Building Regulations approval, the Party Wall etc. Act, HHSRS legislation and where required act as lead to ensure compliance so that the interests of Aster Group are always protected.

(6) Provide training and guidance to colleagues on a range of matters including technical surveying, use of specialist surveying equipment, building pathology, repair techniques and methods of procurement.

Contract Management

(7) To ensure that the management of all maintenance works contracts meet all required standards of performance, including audit, time, cost, quality and customer satisfaction.

(8) To produce regular reports on supplier performance ensuring that early remedial action can be taken under the contract and if necessary, ensuring that contracts are determined in line with the authority delegated under Standing Orders.

(9) Ensure all contractors are managed in line with Aster's Control of Contractors and Planned Maintenance procedures and compliant with Approved Supplier List checks through Intend.

Legislation

(10) Ensure that works under your control including those carried out by contractors complies with all relevant legislation including:

- The Town & Country Planning Acts;
- Building Regulations;
- The Party Wall Act;
- Health & Safety At Work Act;
- Construction (Design & Management) Regulations 2015
- The Housing Grants, Construction Regeneration Act 1996: Part II.

Monitoring and Reporting

(11) To assist with the preparation and present of accurate management information and reports for Boards, the Executive and other external stakeholders as required.

(12) To work closely with the Finance team on all aspects of portfolio area budgets.

(13) To monitor and evaluate the work of contractors, suppliers, consultants and advisers and contribute to the annual review and updating of agreed lists and appointments. Regularly benchmarking costs and performance.

(14) To maintain accurate records suitable for audit purposes.

General

- Ensure colleagues understand that landlord and employee safety is our number one priority.
- To conduct suitable sufficient risk assessments (including stress assessments) for their area of operations, record the findings and reduce risk to an acceptable level.
- To work in a way that reflects and sets a model of behaviour that is consistent with Aster's values.

- To take responsibility for own personal development, updating knowledge of changes in legislation, best practice and other developments relevant to the post holders service and which affect the wider business.
- To undertake such other duties and responsibilities as may be specified by the Operations Director, Head of Operations, or Contracts Manager and which are commensurate with the level of the job.
- This job profile only contains the main accountabilities relating to the job and does not describe in detail all the duties required to carry them out.
- The job-holder may be required to relocate to any of Aster's offices.

Experience and Qualifications

- Relevant technical (HNC or higher) qualification in Building, Surveying, Planning or similar technical field.
- RICS or CIOB membership
- Management Skills Training/ Accreditation
- Project Management Techniques
- Ability to manage & develop staff
- Contract administration including the accounting processes
- Supervision of maintenance and improvements programmes in occupied dwellings
- Carrying out structural surveys and preparing subsequent reports
- Supervision of multi-trade contracts from initial offer to closure
- Working to deadlines whilst meeting performance and budget targets
- Co-ordinating and leading meetings
- Performance Management relating to employees, contracts and delivery
- Customer engagement and involvement initiatives
- Co-ordinating Health and Safety
- Working knowledge of current Health and Safety legislation with particular reference to the building and construction sector
- Current methods, standards and initiatives relating to repair and refurbishment of residential dwellings
- Commercial awareness with an understanding of financial and contractual considerations
- Risk Management – theory and application
- Conversant with CDM regulations and other relevant Health and Safety regulations
- Understanding of the importance of customer focussed service delivery
- Building and Maintenance legislation
- Up to date knowledge of The Party Wall Act/HHSRS legislation and current Building Regulations.
- Contract management
- Ability to prioritise, organise and deliver to challenging targets under pressure • Building survey methodologies
- Clear and concise communication skills, both written and verbal

- Demonstrable commercial acumen
- Confident user of IT and Microsoft products
- Creative and practical problem-solving ability
- Astute analytical skills
- Persuasive and tenacious in influencing decision making
- Strong leadership skills
- Develops strong and productive working relationships with peers, line reports, external contacts and other colleagues
- Well developed negotiating skills
- Addresses difficult and challenging situations with objectivity and urgency
- Driven to meet challenges and targets without disregarding professionalism
- Clear and concise communication skills
- Able to maintain professional dignity when challenged
- Demonstrable commitment to customer service
- Demonstrable commitment to Equality and Diversity
- Able to provide a flexible approach to work, and occasionally undertake work outside normal office hours
- Has a current, full driving license or the ability to travel around the local vicinity
- Willing to undertake evening and weekend resident and client meetings