



Job title	Building Surveyor
Reports to	Technical Services Manager
Responsible for	N/A
Location	Tuntum Head Office
Hours	37 per week Monday to Friday
Salary	Scale SO1 point 29-31

Purpose

The Building Surveyor provides support to the Asset Management and Development team in delivering an effective reactive maintenance and planned minor and major works improvement program service to our tenants.

Disclaimer

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, a senior officer of the Association.

Duties and responsibilities

Operational

1. Provide excellent customer service to our tenants through resolving maintenance problems efficiently, monitoring progress until completion.
2. Liaise with tenants, contractors and Direct Labour Operatives (DLO) to ensure access issues are resolved and documentation is collected.
3. Conduct internal and external inspections on housing and leasehold stock including estate inspections. Diagnose defects, make technical decisions and draw up specifications for work requiring quotations.
4. Conduct stock condition surveys to property as required, ensuring life-cycle assessments are reviewed and updated continuously.
5. Inspect and prepare void properties for re-let, including stock condition survey, compliance checks, scheduling repairs, managing contractors and completion of paper work.



6. Develop technical specifications for works, prepare tender documents and administer full tender process for planned minor and major work and refurbishment schemes as required and to administer these schemes from inception to completion maintaining appropriate records.
7. Conduct post inspections on void properties and responsive repairs, checking adherence to Health & Safety, quality, and value for money.
8. Work closely with the Housing Services team to share information and assist in solving tenancy management issues and carry out joint visits, estate inspections, tenant engagement days as required.
9. Conduct fire/flood/impact damage inspections as required, complete insurance report, specifying works, interview all parties/agencies as required including attend site visits, provide reports, photographs, manage works to completion and provide costs on completion.
10. Prepare and develop programmes of risk assessments & surveys, monitor, administer and maintain any associated works to ensure that the Association achieves compliance in relation to property legislation including; Gas safety, Electric safety, Fire safety, Asbestos management, Water Hygiene & Legionella management, Radon management, Housing Health and Safety Rating System (HHSRS), Energy Performance Certificates (EPCs) and Construction Design Management (CDM).
11. Manage, maintain and ensure compliance with health and safety and regulatory requirements for all Mechanical and Electrical (M&E) services including: gas servicing, electrical inspections, burglar, fire & smoke alarms, fire-fighting equipment, emergency lighting, Door entry systems, electronic gates, CCTV, warden call systems, lifts, dry risers, plant and equipment.
12. Administer the gardening and landscaping contract including tree management work.
13. Administer and monitor any planned major and minor works contracts including kitchens and bathrooms upgrade, windows and doors replacement, roof and walls repairs and replacement
14. Administer and monitor any planned cyclical programme including fencing and painting programmes.
15. Cost out rechargeable works, negotiate and agree with the customer and liaise with accounts team and draft customer letters as required.
16. Visit tenants who have registered complaints, investigate the nature of the complaint, approach. Interview contractors if required, gather data/photographs and take urgent action if appropriate. Report findings to the relevant manager for a formal response.
17. Deal with Technical maintenance calls from tenants as necessary and attend to the associated administration including entering jobs onto the computer system, ensuring that all details are requested and amended in the process, and ensuring that there are no job duplications. Keep the tenant fully informed throughout the progress of the maintenance request.



18. Liaise closely with other agencies such as Environmental Health, external services, utilities companies, estate/letting agents and owner occupiers in order to carry out repairs.

Administration

- Update and maintain computerised maintenance records with stock information and condition changes
- Update and input data to the system following modernisation or improvement work.
- Liaise with the team to ensure up to date records for all Health and Safety, Compliance and M & E services are kept and entering this information into the computer system where applicable.
- Enter completed contractor invoices and DTO jobs onto the computer system, and regularly reconcile for outstanding orders and invoices. To assist Finance to code, check and process invoices, orders and other relevant information on the relevant systems.

Person Specification

Requirements	Essential	Desirable
Education	ONC or equivalent in technical field i.e. building surveying/building services.	Degree in related field. Relevant professional qualification e.g. RICS.
Knowledge	Awareness of gas, electric, fire safety, lifts, legionella and asbestos systems of work H&S legislation. Manual Handling, Planning and building regulations. Building construction and common defects.	Current issues and developments surrounding social housing.
Experience required	Diagnosing repairs. Drawing specifications, making technical decisions. Managing and coordinating DTOs and contractors. Managing works to completion.	Working within a similar role in the housing sector. Technical report writing.
Skills and aptitudes required	Excellent verbal communication skills. Ability to write clear and concise English. Proficient in Microsoft Office Word, Excel and Outlook.	



Personal qualities required	Professional, reliable, customer-focused, tactful, team player.	
Circumstances	Full, clean, UK driver's license. Access to use of personal car insured for business use.	

Approved by:	<i>Stephen Turnock, TSM</i>
Date approved:	<i>24/02/2020</i>