

EKAYA HOUSING ASSOCIATION LIMITED



JOB DESCRIPTION

Job Title:	Senior Property Surveyor
Business Area:	Operations Department
Contract Term:	Fixed-Term, full time
Reports to:	Property Services & Asset Manager

Purpose Statement:

- To deliver a high quality, customer focused surveying/inspection service of planned, capital and cyclical work programmes to all properties
- To ensure responsive repairs and void works at properties are completed to a high standard and within dedicated budget
- To deliver Ekaya's day to day repairs service, including assisting in Disrepair cases and major repairs
- To specify and manage Ekaya's void repairs in a timely manner and in line with current void policy and procedure
- To liaise with the Property Services and Asset Manager or in his/her absence, the Head of Operations, to ensure the Association's stock is maintained to the highest possible standard and complies with legislative requirements within agreed budgetary levels
- To provide Pre and Post Inspections in line with Ekaya's inspection regime

Principal Accountabilities:

1. Ensure all work and projects undertaken comply with Ekaya's rules, policies and procedures
2. Support the Property Services and Asset Manager or in his/her absence, the Head of Operations to ensure Ekaya remains compliant with all statutory, regulatory and good practice requirements including asbestos management, fire risk assessments, legionella, gas servicing, lift maintenance, CDM, right to repair, Home Standard etc.
3. Understand the needs of our customer base who are largely from a BME background and ensure customer needs and aspirations are used to shape and inform service planning and delivery, contributing to sustained high levels of customer satisfaction
4. Complete post inspections of work and actively resolve complaints and queries from residents, leaseholders, colleagues and external customers relating to repairs and services
5. Be responsible for day-to-day, cyclical and void works ensuring high quality services, value for money, and effective budget management.

6. Complete property inspections for day to day repairs, voids, mutual exchanges etc., drawing up specifications and works orders as required, ensuring quality standards are met and prices are correctly charged by contractors
7. Complete pre void inspections for all void properties ensuring customers understand their responsibilities to return the property to Ekaya in good order and assessing in advance of the property becoming void, the likely extent of works needed and anything that could be recharged.
8. Provide support to assist in responding to all complaints and complex queries about property management including disrepair claims, liaising closely with the Property Services & Asset Manager.
9. To maintain confidentiality and adhere to the Data Protection requirements, complying with relevant legislation, regulation, policies and procedures at all times.
10. Gather technical assistance and information in connection with disrepair claims
12. Maintain accurate and effective communication with your line manager (to include the provision of reports and presentations) ensuring that they are regularly appraised of planned changes and developments
11. In the undertaking of all duties to adhere and demonstrate commitment to Ekaya's Equal Opportunities Policy
12. To undertake any other duties commensurate with the post as agreed with the Property Services and Asset Manager or in his/her absence, the Head of Operations

Role Dimensions:

Financial:

- Day to day management of day to day repairs, and void repairs budgets ensuring best value is delivered at all times

Staff:

- None

Other:

- Work closely with managers and peers to ensure consistency and a joined up approach, as well as constant focus on knowledge sharing and continuous improvement
- Use of a car for work purposes and full driving licence

This job description describes the current duties and responsibilities of the post. No job description can be entirely comprehensive and the post holder will be expected to carry out such duties as may be required from time to time and are broadly consistent with the job description. The job description will be subject to periodic review in the light of experience.

Signed: _____
(Post-holder)

Date: _____

Signed: _____
(Human Resources)

Date: _____



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PERSON SPECIFICATION

Knowledge, Skills & Experience:

The knowledge, skills, experience and behaviours required for this post are detailed below. Your application will be shortlisted for interview from the criteria in this section. It is recommended that you provide examples of how you meet these criteria.

Essential:

1. Previous experience of working in a property service/maintenance environment
2. Qualified at HND/HNC or equivalent in a relevant subject -or training to this qualification or an equivalent -
3. Technical knowledge and understanding of property surveying and building construction.
4. Experience and knowledge of contract management and Construction Health and Safety.
5. Experience in a similar role and an understanding of social housing
6. Ability to plan, lead and support projects.
7. Current knowledge of building construction and products relevant to properties and schemes and willing to attend training courses as appropriate to maintain knowledge up to date
8. Supervision of contractors on building works
9. Effective time management and organisation skills
10. Previous experience of working in a customer led environment
11. Knowledge of building construction, building standards, planning regulations, and regulatory standards
12. Demonstrable experience in the planning and delivery of housing maintenance services
13. Knowledge of contracts, tenders agreements and procurement processes as they relate to property services
13. Experience managing relationships with internal and external stakeholders
14. Proven experience in the delivery of repairs, compliance, cyclical and void works for a housing association or similar
15. Ability to promote good practice in Ekaya

16. Excellent communication skills (both written and verbal) with a proven ability to influence peers, stakeholders and customers
17. A demonstrable commitment to customer service
18. Ability to work as part of a team, taking personal responsibility for own work and understanding the impact of your actions on other teams and customers
19. Ability to work accurately and to time and tight deadlines and to prioritise work task appropriately

Desirable:

1. Professional qualification in property/building related specialism