

**We start with our
people at heart**

Customers, colleagues, communities



Building Surveyor

Main purpose of the job

To facilitate the delivery of excellent repairs, voids and planned works. Ensure that customer focus is at the heart of all we do and ensure that we achieve value for money and key performance indicator targets are attained.

Department

Housing and Neighbourhoods

Team

Assets and Repairs

Reports to

Head of Assets and Repairs

Directly manages

N/A

Salary

£42,609 - £45,594 (points 36 to 39 of NJC scale)

Hours of work

9 am to 5 pm, Monday to Friday. Flexitime system in place. 35 hours a week

Annual leave entitlement

29 days rising to 31 days after 5 years' service. ISHA is normally closed between Christmas and New Year and staff must take annual leave to cover the working days between these periods

Probationary period

Six months

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Key tasks

- To pre-inspect reported repairs to diagnose defects and assess their degree of urgency and place orders with contractors to remedy any fault.
- To carry out post-works inspections on a proportion of completed works to assess quality of work, value for money and tenant satisfaction.
- Authorise works and approve payments ensuring suppliers are paid in accordance with the terms of contract and ISHA standing orders. Resolve disputes and queries promptly and ensure ISHA's interests are protected at all times.
- To procure contracts in line with ISHA's procurement and financial regulations.
- To manage all contacts in line with ISHA's quality standards, data protection policies and equality & diversity policy
- To drive the smooth and efficient management of empty homes including the letting of these homes ensuring that turnaround targets are met.
- To personally carry out day to day surveying functions as and when necessary.
- To ensure databases are accurately updated with records of the condition of the assets, works ordered/completed and repairs etc.
- To take ownership and responsibility for any service related complaints / queries from customers ensuring that the customer experience is positive, professional and within set timescales at all times.
- Take reasonable care to ensure personal safety and that of others and comply with Health and Safety policies and procedures.
- Carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager

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Person Specification

Knowledge and experience

- Demonstrable experience in building defect diagnosis, stock condition surveys and project management
- A working knowledge of building construction, building maintenance techniques and building contract law and administration.
- Ability to prepare specifications design drawings and schedules of work for building related maintenance, refurbishment and new build works
- A thorough knowledge of the Building Regulations and other relevant legislation.
- A working knowledge of the Construction Design & Management Regulations and all other primary Health & Safety Regulations relating to maintenance and construction works.
- Ability to commission and assess specialist reports
- Ability to deal with and provide advice on a range of building related matters.
- Experienced in the use of computer based building asset management software and hardware.
- Proven ability to supervise contractors and monitor performance.
- Ability to supervise trainee surveyor and provide advice and support.
- Good computer skills, including proficiency in the use of excel and word Windows based applications

Skills

- Ability to prioritise and manage own workload and work with the minimum of supervision
- Ability to supervise others
- Good project management and coordination skills.
- Ability to work within small flexible team of professional/technical staff.
- Ability to communicate effectively at all levels and with the interpersonal skills necessary to gain and sustain the confidence of service users and customers.
- Flexible, motivated and able to work unsupervised

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Core requirements – our expectation in attitudes and behaviours

Passionate commitment to customers:
<ul style="list-style-type: none">✓ Go the extra mile✓ Willing to adapt in response to feedback, open to learn✓ Listen to understand what customers need
Pride in Team ISHA
<ul style="list-style-type: none">✓ Aim to get it right first time, learn from mistakes✓ Share skills, knowledge, encourage and support others✓ Celebrate success
Trusted to make the difference
<ul style="list-style-type: none">✓ Take ownership and responsibility. Do what we say we'll do✓ Take control of our own personal development
Respect for everybody
<ul style="list-style-type: none">✓ Considerate and honest✓ Work well with diversity✓ Punctual, prepared, polite✓ Ask questions, want to learn more