



Job Description

Job Title:	Repairs & Maintenance Surveyor
Area/Department:	Administration and Resources/Retired Ministers Housing Society
Reporting To:	General Manager (RMHS)
Direct Reports:	None
Location:	Church House, 86 Tavistock Place, London WC1H 9RT
Travel:	Extensive throughout England, Scotland, Wales
Working Hours:	35 hours per week, Monday to Friday
Job Purpose:	To ensure the ongoing suitability of properties for tenants, a large proportion of whom are elderly with associated specific needs (Adults at Risk). To ensure the necessary maintenance and repairs and appropriate adaptations are carried out to the required standard. To provide oversight in relation to the health, safety, and welfare of tenants in their homes. To ensure compliance with all relevant legislation.

Background:

The Retired Ministers Housing Society (RMHS) provides housing for ministers in retirement, aiming to provide adequate housing suitable for long-term occupation. It maintains, with the assistance of local volunteers, around 280 properties tenanted by retired ministers.

The United Reformed Church Retired Ministers' Housing Society Ltd. is a registered Community Benefit Society under the Co-operative & Community Benefit Societies Act 2014, regulated by the Financial Conduct Authority (Number 15986R).

The role works closely with the Maintenance Surveyor based in the West Midlands and the Repairs and Maintenance Coordinator.

Principal responsibilities and duties

Property Acquisition and Disposal

1. Assess property for suitability for purchase.
2. Make recommendation as to whether purchase should proceed.
3. Appraise void properties for disposal and make recommendations.
4. Specify, procure, and manage necessary works.

Maintenance and Repairs

1. Assess work required. Specify, procure (within delegated authority limit) and manage necessary building works.
2. Oversee work in connection with any insurance claim.
3. Act as the managing agent for larger jobs, attending site as necessary in accordance with the CDM policy and procedure.
4. Act as the client representative (i.e., named in contract).
5. Ensure that work is carried out to the required standard, managing all snagging, rework, etc. prior to sign off.
6. Authorise invoices for payment up to delegated financial or other limit.
7. Visit properties in accordance with schedule for routine visits:
 - assess condition of property;
 - assess whether property is still suitable for tenant;
 - specify any repairs, adaptations required and manage as in 1 above;
 - refer any concerns about the welfare of tenants to the Tenancy Manager;
 - update records
8. Build relationships with tenants to help in the assessment of their on-going housing needs.

Policy and Administration

1. Make suggestions for changes to policies and procedures for onward recommendation to the RMHS Committee with the guidance of the General Manager.
2. Contribute to the improvement of systems/procedures for the supervision of properties and their maintenance, repair etc. by making suggestions to the General Manager.
3. Maintain accurate record of planned visits, visits undertaken, and work required following those visits.
4. Use, update and run queries on the HomeMaster database in relation to repairs.
5. Monitor the risks identified in the risk assessment process that are assigned to the role.
6. Work with the General Manager to ensure that all policies 'owned' by the role are reviewed and updated, as necessary, when the agreed review date comes up.
7. Provide support to other members of the RMHS team as directed by the General Manager.
8. Work with other members of the RMHS team to prepare Board reports as required.

Working with committees and volunteers

1. Attend RMHS Health & Safety Sub-Committee as directed by the General Manager.

Expected Standards:

This section refers to the way in which the job is done rather than the duties/responsibilities.

The [C] Core or [E] Enhanced specified after each standard denotes the clause required for the job:

1. Promote a culture of open and effective communication to enable constructive relationships with colleagues and internal and external contacts [E].
2. Act in ways that support a culture which promotes equality and values diversity [C].
3. Promote, monitor, and maintain best practice in health, safety and security [E].
4. Work collaboratively to develop a customer service culture which fosters continuous improvement [E].
5. Take responsibility for own personal development and support the development of others to enhance their skills and knowledge [E].
6. Promote, monitor, and maintain best practice in data protection principles and practice [E].
7. Actively promote, manage, and maintain best practice in Safeguarding [E].
8. Be pastorally sensitive to the unique situation of each tenant [Role specific].
9. Adhere to all RMHS administrative processes and procedures [Role specific].
10. Ensure compliance with all relevant legislation [Role specific].

This job description reflects the overall scope and responsibilities of the role. However, it is not an exhaustive list and the job holder is expected to undertake any other reasonable duties that might be requested. All jobs change or evolve over time to meet organizational or departmental needs and this job description will therefore be subject to periodic review and change if required.

Updated August 2022

Person Specification

Job Title: Repairs and Maintenance Surveyor

Requirements	Essential	Desirable	Measurement
Education and qualifications	1. RICS building surveyor or CIOB or equivalent relevant qualification		App. Form/ Interview
Experience	2. At least 3 years post qualification 3. Managing building and maintenance repairs 4. Working collaboratively with trades people 5. Working collaboratively with property professionals 6. Understanding homeowners needs and translating them into practical cost-effective solutions	<ul style="list-style-type: none"> • social housing • working with vulnerable people • property adaptations for the disabled or elderly 	App. Form/ Interview/ Test
Knowledge	7. Building Regulations, and planning applications processes 8. Statutory support for the elderly		App. Form/ Interview/ Test
Skills and Abilities	9. Sound judgement in relation to property matters 10. Negotiation skills 11. Good interpersonal skills, including diplomacy, confidentiality and careful listening 12. Ability to write clear and concise property reports recommending a course of action 13. Microsoft Office particularly Outlook, Word, and Excel to intermediate level 14. Ability to work independently whilst maintaining excellent communications with reporting base 15. Team player 16. Able to be “firm but fair” 17. Willing to work flexibly to meet a deadline.		App. Form/ Interview/ Test

Other	18. Willing to travel in the UK and stay overnight when required 19. Clean driving licence 20. Willing to work within the Christian ethos of the URC 21. Enhanced DBS		App. Form/ Interview
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