

ROLE PROFILE

Department:	Property Care
Job Title:	Technical Maintenance Surveyor (TMS)
Key Skills Required:	The ideal candidate will have excellent supervisory and technical ability, with good knowledge of maintenance sector quality standards, building regulations and planning requirements. They will also possess good construction knowledge including health and safety legislation, fire safety, CDM Regulations and have proven experience of effective financial and budgetary control.
Job Purpose:	The job holder will be responsible for the effective management of a multi-disciplined team of Trade Operatives, Contractors and self employed operatives, conducting responsive repairs and voids maintenance within the Centre Birmingham region. You will responsible pre & post work inspections, ensure KPI's are met and the service is delivered on time and on budget. The TMS will also be responsible for responding to residents queries and embedding an excellent health and safety culture within their workforce.
Reporting to:	Repairs Manager / Voids Manager
Responsible for:	10-15 Trade Operatives, Selected Sub-Contractors, Self employed operatives, apprentices and an operating budget up to £2m

Key Responsibilities and Accountabilities

1. Ensure the very best customer experience is delivered and ensure excellent satisfaction is received.
2. Manage the productivity scheme of the workforce under your supervision ensuring your team is productive and providing an effective, efficient and continuously improving service for customers.
3. To monitor individual operatives spend/use of materials and earnings under the operatives Quality Payment Scheme. Ensuring payments are correct and authorised as per the requirements of the scheme. To ensure effective action is taken to address under-performance.
4. Be responsible for checking quantities of schedule of rates and authorise works ready for invoicing to clients.
5. Issue work instructions and control measures.
6. Ensure efficient procurement of and auditing of all material items.
7. To ensure all completed works comply with the current regulations and legislative requirements.
8. Collate and control returned documentation for audit & financial purposes.
9. Operative recruitment in conjunction with management.
10. To implement operating procedures & QA, Audit & Complaints processes.
11. Ensure that all Property Care operations (E.g. time booked, materials booked, work in progress, job progression and costing) are monitored and appropriate actions taken in adverse situations.
12. To be actively engaged in responding to customer inspection and scheduling of works, undertaking on site repairs where reasonable practical to do so.
13. Ensure all KPI's are met - report on progress and performance of the Property Care

and contribute to the production of service improvement plans.

14. Commitment to equality & diversity in the delivery of services and to staff.

15. Performance

- Ensure all team members are motivated and perform to or exceed the agreed standards.
 - Ensure that all staff are trained to a suitable standard, and that all their accreditation / certification requirements up to date.
 - Ensure all vehicles are inspected, clean, serviced and MOT'd.
 - Ensure all tradespersons licences are checked and that they perform the daily vehicle checks.
 - Mileage management and monitoring.
 - Performance management of Tradespersons, including productivity levels, quality of work, 'right first time' and appointments kept such that all personnel are meeting or exceeding performance targets.
 - Ensure that all void properties are completed within the prescribed targets, to the re-let standard and within the budget ensuring that all statutory inspections are undertaken (EPC's, Asbestos, Gas safety etc)
 - Participate in Resident Involvement groups in order to obtain feedback & discuss means of continually improving the service.
 - Monitor the performance of all sub & specialist contractors and self employed operatives, ensuring that the service provided is of high quality, capturing and recording performance indicators.
 - Ensure budget accrual is kept to a minimum at all times.
16. Ensure that all work conducted is to current health & safety legislation, with method statements and risk assessments undertaken where appropriate.
17. Ensure that all work is conducted within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
18. Ensure customer's cultural and diversity needs are managed and identify and implement opportunities for making best use of all resources.
19. Ensure that Property Care operatives, self employed operatives and Contractors comply with all appropriate legal and statutory regulations and best practice.
20. The post holder may also be required to undertake other duties and responsibilities not listed in this job description from time to time according to the needs of the business as directed by their Manager.
21. To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.
22. To coordinate and participate in out of hour's callout rota and be a key holder for office premises.

Person Specification

Education, qualifications and training	Application	Interview	Assessment
1. Recognised building related qualification. NVQ Level 4 Supervisory Site Management, HNC Construction or an equivalent Nationally recognized qualification.	X		
2. Evidence of continually developing professional knowledge.	X	X	
3. Full, current manual driving licence.	X		
Experience			
4. Commercial experience.	X	X	
5. Information Technology - experience of repair contractor and mobile solutions and experience of repair scheduling systems.		X	
6. Practical experience of Microsoft Office and other applications		X	X
7. Experience of successfully managing and improving the performance of a similar repairs operation.		X	
8. Successful in managing, leading and motivating teams to continually improve performance.	X	X	
9. Track record of ensuring that work gets done correctly first time and working to deadlines.	X	X	
Knowledge & Skills			
10. Excellent technical ability, with good knowledge of the appropriate quality standards, building regulations and planning requirements.			X
11. Good construction knowledge including health and safety legislation, fire safety, and CDM Regulations.	X	X	X
12. Positive and proactive problem solver with excellent decision making skills.	X	X	
13. Experience of effective financial and budgetary control.	X	X	X
14. Ability to work alone, and in a team.	X		
15. Ability to identify building defects and their remedies.	X	X	X
16. Excellent planning, organisational and analytical skills.			X
17. Excellent communication skills and the ability to deal with a wide range of stakeholders, both internal and external.			X
18. Experience of implementing performance management and how this contributes to business success.	X	X	
Behaviours			
19. Strong commitment to high quality customer service, and constantly seeking ways to improve and providing equal opportunities for all.	X	X	X
20. Is flexible and adaptable in their approach to work.		X	X
21. Is Confident as a person and can also demonstrate confidentiality.	X		
22. Strong desire to learn and develop the Midland Heart missions, objectives and values.		X	X
23. A strong commitment to develop within Midland Hearts Supervisory Competency Framework.		X	X
24. Understanding and commitment to the principles of equality and Diversity.	X	X	X