

## Role Profile

<b>Role Title:</b>	Stock Condition Surveyor
<b>Department:</b>	Portfolio Management and Customer Experience
<b>Role Purpose:</b>	<p>To undertake stock condition surveys across Midland Heart's portfolio to capture validated stock condition data to strengthen our investment approach in maintaining safety and asset quality.</p> <p>Report accurately and in a timely manner the findings for condition and energy performance surveys in order to validate planned works and meet the legislative requirements.</p>
<b>Reporting to:</b>	Stock Intelligence Manager
<b>Responsible for:</b>	NA
<b>Disclosure level:</b>	Standard DBS
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Carry out key building surveys including stock condition on Midland Heart properties in order to validate planned component replacement programs in line with the organisation's investment strategy.</li> <li>• Carry out Energy Performance Surveys and lodge the respective certification on the approved register.</li> <li>• Identify opportunities to maximise the value of current land holdings</li> <li>• To ensure all completed works comply with the current regulations and legislative requirements.</li> <li>• Work closely with the wider Midland Heart team to ensure that customers are provided with a seamless service and a high level of customer care in every aspect of the service delivered.</li> <li>• Support the delivery of an effective Out of Hours Emergency Service, including the requirement to participate in the on call / standby rota.</li> <li>• Provide timely and concise reporting regimes in line with Midland Heart processes and procedures.</li> <li>• Ensure that all relevant certification is provided for all works completed.</li> <li>• Ensure that all Midland Heart properties are maintained to the decent homes standard whilst creating a climate of innovation and opportunities for efficiencies.</li> <li>• Support in the monitoring of relevant budgets ensuring expenditure is robustly managed in line with Midland Hearts financial controls.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To ensure that all spend is managed within the appropriate levels of delegated authority and complies with Midland Heart Standing Orders and Financial Regulations.</li> <li>• Support in the monitoring and review of performance and development of the contractor team providing expertise, coaching and other developmental support as required, ensuring a quality service is provided and performance is dealt with appropriately.</li> <li>• Ensure Health and Safety requirements are met in accordance with Midland hearts policy, procedures and statutory requirements.</li> <li>• Provide customers the opportunity to be involved within all areas where stock intelligence surveys, repairs, voids and installation services are undertaken as defined within the involvement strategy. Ensuring service standards are challenged and tested by customers at regular intervals.</li> <li>• Improve customer experience through the consistent achievement of high levels of customer satisfaction and improving service delivery through lesson learned from service failures.</li> <li>• To undertake any other duties within the scope of the post, as directed by Midland Heart’s management team and on occasions work in other areas of Midland Heart as required.</li> </ul>
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<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Educated to Degree or equivalent technical level of expertise demonstrated through significant work experience.</li> <li>• Working towards or holds a relevant recognised professional qualification in Building Construction e.g. MCIQB, MRICS or significant experience of developing Asset Investment Strategies in a property based environment.</li> <li>• It is a requirement that the role holder has a full valid driving license.</li> </ul>
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<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Excellent technical ability, with good knowledge of the appropriate quality standards, building regulations and planning requirements.</li> <li>• Demonstrable experience of delivering key building surveys including stock condition and energy performance audit (EPC).</li> <li>• An understanding of Contract Law and procurement framework.</li> <li>• Proven experience of achieving challenging targets and objectives.</li> <li>• Experience of sector leading construction related, asset intelligence, investment and compliance software.</li> <li>• Good construction knowledge including health and safety legislation, fire safety, and CDM Regulations.</li> <li>• IT literate with thorough understanding and application of asset management systems, Word, Excel, Access and Power point.</li> </ul>
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**Role Specific Skills & Behaviours**

- Ability to identify building defects and their remedies.
- Ability to implement change and drive service improvement.
- Excellent logistical planning, organisational and analytical skills.
- Excellent communication skills.
- Ability to demonstrate support in all situations and to formulate effective and appropriate responses on the basis of sound technical knowledge.
- A can do attitude and team player.
- A motivator of people in order to deliver through a third party.
- Advocate of continuous improvement and new ways of working.
- Professional approach to all aspects of service delivery.
- Understanding and commitment to the principles of equality and diversity.
- Resilience in all aspects of operational delivery.