

Role Profile

Role Title:	Surveyor (Special Projects)
Department:	Operations - IHMT
Role Purpose:	Support the effective delivery of contracted and internal maintenance services ensuring delivery is in a timely, cost effective, customer focused and safe manner in line with budgets and legislative requirements whilst achieving the contract SLAs and KPIs.
Reporting to:	Regional Manager
Responsible for:	Operatives, Contractors & Sub-contractors
Disclosure level:	Standard DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • The role will be focused on carrying out expert witness services related to housing disrepair. This requires the surveyor to undertake surveys, write up findings in a Scott Schedule and prepare a report. • Work as part of our experienced in-house team to complete inspections of disrepair; provide court compliant reports, post inspections and desktop reviews. • Critiquing the reports provided by external surveyors. • To manage the disrepair and complex complaints case load, provide technical reports and legal statements, refute opposing opinion and deliver satisfactory results for the organisation and our customers • To ensure all legislative, regulatory and organisational requirements for maintaining safe, warm and dry properties are met (Fitness for Habitation, etc.) • Ensure Health and Safety requirements are met in accordance with Midland Hearts policy, procedures and statutory requirements. • To ensure all completed works comply with the current regulations and legislative requirements and are completed within the distinctive time scales set out by legislation for
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	<p>disrepair cases.</p> <ul style="list-style-type: none"> • 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. • Support the delivery of an effective Out of Hours Emergency Service, including the requirement to participate in the on call / standby rota. • Ensure that all relevant certification is provided for all works completed. • To represent Midland Heart as required as an expert witness in a court of law, or at a hearing set in any other professional location. • 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. • Support the Contract Manager to fulfil their function as lead contract administrator for relevant supply chain management. • Ensure that all Midland Heart properties are maintained to the decent homes standard whilst creating a climate of innovation and opportunities for efficiencies. <ul style="list-style-type: none"> • Financial Control and Value for Money • Support in the monitoring of relevant budgets ensuring expenditure is robustly managed in line with Midland Hearts financial controls. • To ensure that all spend is managed within the appropriate levels of delegated authority and complies with Midland Heart Standing Orders and Financial Regulations. <ul style="list-style-type: none"> • Staff / Contractor Management • 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. <ul style="list-style-type: none"> • Legal Compliance and Health and Safety Management • Ensure Health and Safety requirements are met in accordance
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	<p>with Midland hearts policy, procedures and statutory requirements.</p> <ul style="list-style-type: none"> • Customer Experience • Improve customer experience through the consistent achievement of high levels of customer satisfaction and improving service delivery through lesson learned from service failures.
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Education, Qualifications and Training	<ul style="list-style-type: none"> • Chartered membership of RICS or CIOB (or working towards) • Recognised building/M&E related qualification or supervisory site management qualification or equivalent technical level of expertise demonstrated through significant work experience. • It is a requirement that the role holder is able to travel regularly across the Midland Heart Geography • HHSRS qualification is desirable.
Knowledge and Experience	<p>Experience</p> <ul style="list-style-type: none"> • Experienced in managing multiple tasks and projects at any given time, organisational skills, time management and an ability to prioritise workload. • Excellent technical ability, with good knowledge of the appropriate quality standards, building regulations and planning requirements, specifically related to disrepair and FRA obligations. • Experience of inspecting properties and a good understanding of defects falling under relevant legislation such as, but not limited to, Landlord and Tenant Act 1985, the Environmental Protection Act 1990, and the Homes (Fitness for Human Habitation) Act 2018. • Ability to recognise the importance of internal communication and using central systems to record information and case progression, act as a team player Must be proactive and tenacious in finding resolutions to complaints, defects and complex repair situations • Proven experience of achieving challenging targets and

	<p>objectives.</p> <ul style="list-style-type: none"> • Experience of sector leading construction related and Compliance software. <p>Knowledge</p> <ul style="list-style-type: none"> • Good construction knowledge including health and safety legislation, fire safety, and CDM Regulations. • Ability to identify building defects and their remedies. • Ability to implement change and drive service improvement. • Excellent planning, organisational and analytical skills. • An understanding of Contract Law and procurement framework.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Excellent communication skills. • Ability to demonstrate support in all situations and to formulate effective and appropriate responses on the basis of sound technical knowledge. • IT literate with thorough understanding and application of asset management systems, Word, Excel, Access and Power point. • 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.