JOB ROLE PROFILE
REPAIRS SURVEYOR

JOB TITLE: Property Services Repairs Surveyor

REPORTING TO : Property Compliance Manager

OFFICE BASE: Silvester House, Hull HU1 3HA

OVERALL PURPOSE OF THE JOB:

- Carry out Quality & Compliance inspections on repairs, maintenance, cyclical contracts and voids.
- Carry out Quality and Compliance inspections on the Grounds maintenance contract.
- To support Property Services Team in a technical capacity and other teams within the organisation to carry out their duties.
- To provide Health & Safety advice and support. Carry out site audits and accident investigations in line with the association's Health & Safety policy policies.
- Carry out pre inspections and raising orders for work to be completed in accordance with the Contract conditions and any associated insurance works.
- Carry out post inspections on repair and maintenance orders.
- To ensure excellent performance and customer service in respect of PFH's Planned Maintenance programme, major repairs and compliance.
- Provide advice and support to Residents on repairs and maintenance.
- Undertake stock surveys

DIGNITY AT WORK: To show, at all times, a personal commitment to treating all residents, Trustees, customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality. Assist in ensuring equal access to services and employment opportunities for everyone.

CORE ACCOUNTABILITIES:

Health & Safety

- In accordance with the provisions of the Health and Safety at Work Act 1974 etc. take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work.
- Prepare & review maintenance policies and procedures ensuring they are relevant and to current standards.
- To ensure effective implementation of Health and Safety policies and procedures in relation to the function, ensuring agents and contractors fulfil their responsibilities.
- To ensure that all relevant areas requiring legal compliance, such as CDM, accident reporting/investigation, electrical testing, asbestos management and fire safety management are managed effectively to ensure adherence to relevant legislation.

Repair and maintenance

- To ensure that the Association's properties are maintained in accordance with best practice, HCA statutory requirements and within the Association's policies and procedures.
- To ensure effective management of Contractors and compliance with contract terms and any associated insurance works.
- Undertake stock condition surveys.
- Effective delivery of the grounds maintenance contract ensuring they are fully compliant.
- Prepare specifications and scope of works which are best value and fit for purpose to provide the best quality for residents and PFH.
- Arrange, manage and accurately record progress meetings in all areas of responsibility ensuring follow up actions are followed up.
- Carry out resident consultations in relation to proposed works to aid the delivery and customer satisfaction.
- Liaise with appropriate local authorities to monitor and progress Disabled Facility Grants works.

Budget Management

- To provide accurate and timely information for the Annual Budget and Business Strategy, monitoring and controlling cash flow and expenditure in accordance with the Association's procedures and financial regulations.
- Provide information for monthly updates and reports for spend profiles, identify and report any trends.
- Authorise invoices with defined limits ensuring there validity against a works order, contract and budget.
- Support the management of the maintenance budgets.

Performance Management

- Ensure project and individual outcome based targets are set, monitored and achieved.
- Monitor and review performance for all areas of responsibility providing performance information.
- To ensure a collaborative approach to work with colleagues in other directorates and provide a high level customer orientated service in line with internal and external customer service standards.

Contractor Management

- To act as the client, ensuring agents and contractors are aware of the statutory framework and to audit the work to ensure it complies with the statutory requirements and good practice.
- To ensure that all contractors under post-holder's responsibility are aware of the Association's business objectives, plans, equalities framework, policies and procedures and are focused on their achievement and implementation.
- Encourage and develop a performance led culture which delivers an efficient service to the highest standards of customer care.
- Pre and post inspections of work required and ensure they comply with the specification, current regulations, contractual and policy requirements.
- Prepare specifications, schedule of works and reports and implement works orders.

Property Services general

- Undertake void property inspections, update stock, prepare schedules of work/specifications and ensure works are undertaken within pre-determined limits.
- Form part of the emergency call out team and react to emergency repair works beyond normal working hours.
- Monitor and implement works in relation to the Security & General works budget.
- Approve/authorise works orders within pre-determined limits.
- Check and approve daily works orders for audit purposes.
- On behalf of the association act as a technical representative for site meeting, handovers, architects meetings, developments meetings, compliance and support for the local fire and rescue/police departments as necessary.
- Attend and participate in both external and internal meetings such as Forums, coffee morning's, briefings, resident meetings, consultations, working groups, health and safety meetings, etc.
- Logging, investigating and responding accordingly to customer feedback.

Data Protection

- The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times
- To ensure that the provisions of the Data Protection Register are met in respect of the Asset Management function

General

- All work to be carried out within limits of delegated authorities.
- Adhere to the Association's Equalities Framework, Health and Safety Policy and all policies and procedures relevant to the role.
- Actively support, promote and act in line with the vision, mission and values of the Association at all times.
- Represent the organisation externally in a professional way with high attention to customer care.
- Undertake any task which is within the capabilities of the post holder and commensurate with the salary level of the post, as assigned by line manager.
- Please note that where the job holder is disabled every effort will be made to supply necessary aids, adaptations or equipment to allow them to carry out the duties of the job.

DIMENSIONS:

Responsibility for Staff:

None

Responsibility for Customers / Clients:

Responsibility for maintaining a strong strategic and operational interface with Customers and Clients. Examples include:

- Contract Management Relationships with Delivery Partners.
- Supporting the Resident Scrutiny function and other Resident involvement/ consultation arrangements where applicable.
- Considering and reflecting customer insight data in development of products and services.
- Responding and resolving relevant service complaints.
- Project working with outside consultants.

Responsibility for Budgets:

Assist in the monitoring of expenditure on the Responsive, Voids, Grounds maintenance works and other associated budgets.