

Building Surveyor Housing

Overview	
Role Purpose	Improving customer's homes to able customers to live independently in their home and improve their Health and well-being. To work in partnership with all departments and with the client (General Needs Operations Managers, Supported Housing Managers, Leasehold, and Leasehold Managers) to achieve the best outcome for the customer.
Responsible for	<p>As an NHG Surveyor your main function will be to support the Asset Leads to deliver all aspects of planned and reactive works to customers in their homes.</p> <p>Professionally supported by others within NHG you will provide building consultancy services to the client who manage a range of property tenures, primarily residential but including some commercial property. You will deliver surveys, technical specifications, and recommendations using your experience to deliver best value and excellent homes for NHG.</p>
Reports to	Assets Lead or Senior Building Surveyor
Line management	N/A
Tier	7
Expectation Level	Colleague
Role relationships	
Internal	<p>Manage relationships with colleagues across NHG, who are involved in, or impacted by repair service delivery</p> <p>Manage relationships with senior managers, up to executive director level, in relation to these services. Especially Housing, Finance, Planning and other internal delivery methods ie. M&E, Compliance and Building Safety team.</p>
External	<p>Manage external parties/contractors involved in the delivery of Repairs / Asset Management delivery and contracts</p> <p>Manage relationships with Local Authorities across the NHG regions</p>

Role accountabilities
<ol style="list-style-type: none"> 1. As part of the local contract operations team, build good working relationships with contractors and alongside the Assets Lead to address any contract issues quickly and effectively. 2. Manage programmes of work and problem solve to deliver a high-quality service, on time and to agreed budget. 3. Conduct full building surveys and prepare reports and recommendation's including cost analysis within all aspects of planned and reactive works. 4. Project manage complex works within all aspects of planned and reactive works to support the client and develop a good understanding of the profile of the properties in the area, primarily residential but including some commercial property. 5. Oversee responsive repairs works to enable improvements to the planned maintenance programmes.

Role accountabilities

6. Project manage the delivery of disrepair to support the client, working closely with the legal caseworker to deliver the works timely and in accordance with NHG's standard requirements.
7. Conduct full building surveys and prepare reports and recommendations including cost analysis.
8. Carry out post-inspections to assure completed works were carried out / necessary and have been completed to the required quality standard as specified in the contract.
9. Assist with the management of the void process in accordance with the contract/ active asset management strategy and oversee contractor works.
10. Through the assurance process, ensure the contractor provides value for money against your local team's allocated budget.
11. Investigate service complaints on behalf of clients, outlining recommendations to either resolve or deliver service improvements and ensure that customers are kept informed of actions.
12. Assist in assessing work needed for repairs covered by insurance and/or following serious flood, fires or other serious incidents referred to you by the client, including project management of any work required.
13. Provide high quality technical surveying assessments and/or advice and/or reports on major repairs / cyclical maintenance works / FRA / EPCs and any other contracted works.
14. Alongside the Assets senior team provide support and development to other team members to deliver high quality surveying services.
15. Ensure the contractors are fully compliant with relevant statutory and regulatory HSE & CDM requirements at all times. Provide advice on HSE & CDM aspects of repairs and maintenance issues if non-compliant.

General

- At all times follow the financial regulations, policies and procedures at NHG.
- To maintain the highest standards of personal and professional integrity and conduct. Ensure that the Codes of Conduct e.g. the National Housing Federation's Code of Conduct, "Integrity at Work", are observed and report any departures from these standards to the Chief Executive.
- Be responsible for ensuring the work you and your team are involved with is compliant with relevant statutory and regulatory requirements at all times, including that of Health and Safety and within NHH's rules, values, policies, procedures, standing orders and financial regulations.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

N/A

Desirable

N/A

Professional expertise (know how & experience)

Essential

Understanding and experience in using Contract documents such as JCT / NEC.
Knowledge and ability to write detailed technical reports.
Experience of project management / programme of works

Desirable

Member of RICS or CIOB
Degree in building surveying or a similar qualification
DEA / FRA assessor trained
Full UK driving licence

Skills	
Essential	Desirable
Excellent IT skills including Microsoft Office, particularly Word, Outlook and Excel.	
Qualifications and/or professional membership	
Essential	Desirable
Appropriate surveying qualifications /relevant experience	Degree in building surveying or a similar qualification Member of RICS or CIOB DEA / FRA assessor trained

NHG Expectations
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is a Colleague expectation level and therefore you should refer to the Colleague expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding	
Any appointment to this post is conditional upon and subject to:	<ul style="list-style-type: none"> Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)