



Lead Surveyor



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for our residents

> Operations > Repairs/Surveying & Technical

What's it all about

The Lead Surveyor is a key role responsible for leading and managing surveying projects, ensuring the accuracy and completeness of survey data, and supervising a regional team of senior surveyors and building surveyors. This role is pivotal in our organisation, combining technical expertise with leadership skills to ensure that survey projects are executed efficiently and in accordance with industry standards and project requirements.

You will work closely and collaboratively with colleagues and stakeholders across NHG and externally to drive improvements and offer a first-class service to our customers. As a member of the repairs Senior Management Team, you will be a key contributor to the development and implementation of our new Repair Strategy and lead the transformation of our services.

How you'll make a difference

- Ensuring you and your team are providing a consistently high-quality surveying service that delivers against the six customer priorities in the customer strategy.
- A visible NHG presence, making sure all visits and inspections are completed on time
- Delivering well cared for homes and places where residents feel safe and a sense of pride through top class contract management.
- A responsive service, where staff and resident queries and complaints are actioned thoroughly, timely and learnings are taken from feedback
- Recommend, oversee and manage the best external suppliers, agents and contractors to maintain and improve our homes.

How you'll do it

Leadership

- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs

- Effectively promote collaborative approaches to engage teams to work successfully to deliver the objectives of the Better Together strategy.
- Provide relevant senior level advice and guidance as required.
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders.
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place. Ensure every member of staff has a clear objective and learning plan.

Operational

- Take ownership of complex surveying programmes from initiation to completion
- Develop business plans and budgets to support the Head of Surveying and Technical in the delivery of the broader repairs business plan.
- Analyse and interpret data for your regional team to develop improvement plans and relevant stock condition profiles.
- Provide effective support and leadership to your regional team, ensuring effective guidance and training are in place.
- Develop and maintain effective processes to ensure ongoing improvement of the surveying function.
- Oversee and project manage complex and/or difficult programmes of works within your specified area to deliver a high-quality service, on time and to budget, actively problem solving in order to maximise performance of the contracts
- Develop a routine to provide full building surveys and high quality reports and recommendations, including cost analysis.



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- Prepare scheme designs for complex projects, with costs, programmes for completions and specifications of works.
 - Prepare documents for tender and advice on appointing contractors, designers and procurement routes.
 - Continually monitor the performance of all repair contractors using data, analysis and insight to instigate appropriate improvements and recommendations.
 - Provide advice on alterations/home improvements/planning applications from our residents so that businesses can make informed decisions and assure any works are in line with appropriate building regulations.
 - Negotiate dilapidations where there is a legal liability for a property's state of disrepair.
 - Prepare planning applications as required for works to existing buildings and respond to planning consultations for neighbouring and adjoining homes.
 - Act as party wall surveyor in serving of notices and other duties negotiating in boundary disputes.
 - Provide high quality technical surveying assessments and/or advice and/or reports on major repairs/defects/latent defects/cyclical works/FRA/EPC or any other contracted works.
 - Engage and review of design specification of new developments, reviewing appropriate documents to sign off at key stages.
 - Develop and review a template for capturing stock condition data on new and existing homes.
 - Support your direct team of surveyors and indirect reports to develop professionally and achieve professional accreditation through mentoring.
 - Ensure that you use your experience and knowledge to develop others in your team, share best practice and give recommendations for service improvement.
 - Alongside the broader Surveying function, provide support for operational colleagues to deliver high quality surveying services and improve overall knowledge of colleagues.
 - Attend meetings on behalf of NHG, this may be within normal working hours or evening meetings.
 - Develop solutions and recommendations to enable the overall performance improvement of the repairs function across all operational business areas.
 - Lead your team and collaborate across Operations in analysing information on contract performance, identifying reasons for over/under performance and actions to be taken
 - Occasional weekend work may be required to meet specific business needs or deadline eg emergency OOH cover
 - Interpret contracts and legislation, and develop activities to support compliance with key policies.
 - Contribute to the operational risk management activities within your team and the broader directorate
- General**
- Ensure you and your teams follow the financial regulations, policies and procedures at NHG
 - Ensure you and your teams follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others
 - Ensure that you undertake any corporate responsibilities as required, including leading



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investigations and hearings in formal
processes across the business

Cross organisational working

- Foster effective working with the Operational, Assets and Places & Estates teams, along with in house and external contractors to ensure properties and places are well maintained now and in the future
- Ensure your teams act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes
- Work with Central Services teams (HR, IT, etc) to develop strategies to improve service quality and delivery

All about you

Behaviours for success

Compassionate

- xxx

Progressive

- xxx

Dependable

- xxx

Inclusive

- xxx

Empowered

- xxx

Essential knowledge, experience and skills

Essential

- Appropriate senior surveying qualifications such as BSc or MSc, Chartered Member of RICS, CIOB
- In depth post qualification relevant experience (5 years minimum) providing services to residential property owners and managers.
- Experience of leading high performing teams within a surveying and/or repairs environment
- Significant experience in project management of major works, along with experience in preparing tender docs, scope of works and cost appraisal and dealing with interim/final accounts.
- Experience of delivering repair improvement plans across complex delivery models
- Experience of delivering performance and intelligence projects in a repairs or property services environment to drive service improvement
- Customer focussed mindset
- Good spoken and written English
- Effective IT skills including basic/intermediate MS Office skills