

# Building Surveyor (Building Projects)

## Planned Investment

Overview	
<b>Role Purpose</b>	<p>NHG's mission is to build and maintain quality affordable homes, creating diverse and thriving communities. This is our primary purpose. Everything else we do supports that.</p> <p>Improving customer's homes so that they love where they live is at the core of the directorate who work together with the client (General Needs Housing Management, Care &amp; Support Housing Managers and Leasehold Managers) to achieve the best outcome for the customer.</p>
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>As Building Surveyor your main function will be to support the Assets Leads to deliver all aspects of disrepair and difficult building projects.</li> <li>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.</li> </ul>
<b>Reports to</b>	Assets Lead - Building Projects or Senior Building Surveyor
<b>Line management</b>	None
<b>Tier</b>	7
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	<ul style="list-style-type: none"> <li>Manage relationships with colleagues across NHG, who are involved in, or impacted by assets service delivery.</li> <li>Manage relationships with senior managers, up to executive director level, in relation to these services. Especially Housing, Finance, Planning and other internal delivery methods i.e., M&amp;E, Compliance and Building Safety team.</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Manage external parties/contractors involved in the delivery of Asset Management delivery and contracts</li> <li>Manage relationships with Local Authorities across the NHG regions</li> </ul>

## Role accountabilities

1.	Support the Building Projects team and client in providing professional advice and good understanding of the profile of the range of properties in the area, primarily residential but including some commercial property.
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 (CPR compliant) reports and recommendations including cost analysis within all aspects of Legal Disrepair claims.
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.
6.	Project manage the delivery of disrepair works to support the client, working closely with the legal caseworker to deliver the works timely and in accordance with NHG's standard requirements.
7.	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.
8.	Assist with the management of the void process in accordance with the contract/ active asset management strategy and oversee contractor works.
9.	Through the assurance process, ensure the contractor provides value for money against your team's allocated budget.
10.	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.
11.	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
12.	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.
13.	Alongside the Assets senior team provide support and development to other team members to deliver high quality surveying services.
14.	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.
15.	Conduct Stock Condition Surveys as directed by the Planned Investment/Building Projects team
16.	Manage an invoice audit regime to meet requirements, ensuring that invoices are accurate and where they are not, formally taking up with contractors and ensure credit notes are supplied. Feedback to Asset Lead on any trends.

## Role accountabilities

### General

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| 17. | At all times follow all statutory and regulatory requirements, including financial regulations, policies and procedures at NHG.  |
| 18. | 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.     |
| 19. | 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

#### Essential

Building surveying in both the construction and repairs and Maintenance arena, providing professional technical support to various stakeholders.

#### Desirable

Knowledge of Party Wall process  
Knowledge and understanding of disrepair process and writing of CPR complainant reports.

### 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

### Skills

#### Essential

- Good PC skills including Microsoft Word and Excel, email and calendar systems
- Good verbal and writing skills
- Good eye for detail

#### Desirable

- Knowledge of Workwise, Northgate, or Plentific

### Qualifications and/or professional membership

#### Essential

- Appropriate surveying qualifications (Degree in building surveying or a similar qualification)

#### Desirable

- Member of RICS or CIOB
- DEA / FRA assessor trained
- Full UK driving licence

## NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **colleague** expectation level and therefore you should refer to the **colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

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:

- Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)