



Building Surveyor



Working better together
for our residents

> Operations > Repairs/Surveying & Technical

What's it all about

As a Building Surveyor, you will be pivotal in improving the quality of our homes and ensuring they are properly maintained. Your main function will be to support your nominated team and area to deliver all aspects of major and reactive works to customer in their homes. You will deliver surveys, technical specifications and recommendations using your experience to deliver best value and excellent homes for NHG.

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.

How you'll make a difference

- Ensuring you 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

Operational

- Establish and maintain a culture of service improvement, supporting colleagues 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.
- 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.
- Manage programmes of work and problem solve to deliver a high-quality service, on time and to agreed budget.
- Conduct full building surveys and prepare reports and recommendations to the set standard, including cost analysis.
- Project manage complex works within all aspects of major and reactive works to support your colleagues and develop a good understanding of the profile of properties within your patch, including commercial and development stock.
- Oversee responsive repair works to enable successful delivery.
- Project manage complex and difficult cases to minimise cases of disrepair, working closely with the Local Officer to ensure residents are updated every step of the way.
- Carry out post inspections to assure completed works were carried out as necessary and to the required standard.
- Ensure the contractors working on your projects provide value for money against your local budget.
- Investigate cases on behalf of colleagues in your patch, ensuring these are attended within SLA and that clear reports are provided outlining recommendations to either resolve or deliver service improvements, and ensure that all parties are kept up to date.
- Assist in assessing work needed for repairs covered by insurance and/or following serious flood, fire or other serious incidents referred to you by the client, including project management of any works required.



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- Provide high quality technical surveying assessments and/or advice and/or reports on major repairs/FRA/EPCs and other contracted works.
- Ensure contractors carrying out works are fully compliant with relevant statutory and regulatory HSE & CDM requirements at all times. Provide advice on HSE & CDM aspects of repairs and maintenance.
- 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.
- Occasional weekend work may be required to meet specific business needs or deadline e.g. emergency OOH cover.
- Attend meetings on behalf of NHG, this may be within normal working hours or evening meetings.

General

- Ensure you follow the financial regulations, policies and procedures at NHG
- Ensure you follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others

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 you act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at staff level.

Essential knowledge, experience and skills

Essential

- Appropriate surveying qualifications/relevant qualification in line with progression framework
- Understanding and experience using contract documents e.g. JCT/NEC
- Knowledge and ability to write detailed technical reports
- Relevant experience providing services to residential property owners and managers.
- Experience of 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 varied delivery models
- Customer focussed mindset
- Good spoken and written English
- Effective IT skills including basic/intermediate MS Office skills

Desirable

- Member of RICS or CIOB
- DEA/FRA assessor trained
- Degree in building surveying or similar qualification.

