



Working better together
for our residents

Graduate Surveyor

> Operations > Repairs > Surveying & Technical

What's it all about

As a Graduate Building Surveyor you will be a key part of improving the quality and safety of our homes and ensuring they are properly maintained. Your main function will be to support Building Surveyors, and Senior Surveyors to deliver a consistently high-quality service across all aspects of major and reactive works to customers in their homes.

You will work in partnership with other departments, and where appropriate external partners, to ensure the best value and excellent homes for NHG customers. You will work with the team to apply your knowledge to deliver surveys, technical specifications and recommendations, building your experience throughout.

How you'll make a difference

- Supporting Lead/ Senior Surveyors to deliver planned and reactive works in a responsive way, so queries and complaints are actioned thoroughly, timely and learnings are taken from feedback.
- Playing an active role in the continuous improvement of a surveying service that meets our targets and delivers continuous improvement.
- Assisting surveyors and senior surveyors in maintaining technical information about NHG homes.
- Reviewing the quality of contractor works to ensure NHG are providing a consistently high-quality service that delivers against the six customer priorities in the customer strategy.
- Assisting in provision of consultancy services to colleagues; recommending, overseeing, and managing the best external suppliers, agents and contractors to maintain and improve our homes.

How you'll do it

Operational

- Conduct basic building surveys and prepare reports and recommendations, including cost analysis.
- Assist with, or carry out inspections pre-, mid-, and post-completion of work.
- Assist with, or carry out managing voids processes as per contract/oversee contractor work.
- Review Fire Risk Assessments (FRA) works plans and ensure they are detailed enough for contractors.
- Build good internal relationships with colleagues in the team and across the organisation.
- Support NHG's relationships with contractors and local authorities to quickly address issues and gain information easily.
- Look for value for money of contractors' work, checking they deliver quality at a good price.
- Work alongside the Repairs team colleagues to ensure contractors are compliant with statutory/regulatory Health and Safety Executive (HSE) & Construction Design Management (CDM) requirements and provide advice if they are not.
- Support frontline teams with the investigation of complaints, keeping clients informed of findings.
- Think innovatively about how to deliver services using new technology.
- Work with colleagues to assess work for repairs covered by insurance and/or other serious incidents (eg. Flood, fire).



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General

- Always follow financial regulations, policies, and procedures.
- Ensure relevant H&S policies are followed, keeping up to date with changes.
- Ensure Codes of Conduct are followed and report any non-compliance.
- Be responsible for compliance of work with relevant statutory/mandatory requirements.

Cross organisational working

- Provide support in managing relationships with colleagues across NHG who are involved in, or impacted by, repairs service delivery and the function of our buildings, especially frontline Operational teams, Places and Estates teams, and Assets.
- Ensure you act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes.
- Assist in managing relationships upwards, liaising with senior managers in relation to repairs services and building safety.
- Work with other surveyors to liaise with external contractors, consultants, and local authorities involved in the delivery of repairs and asset management.

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 colleague level.

Essential knowledge, experience and skills

Essential

- Degree in surveying (or in final year of study for a surveying degree)
- A genuine desire to build your surveying career in housing
- Understanding of buildings and building technology
- A genuine passion for Buildings and surveying, commitment
- Effective IT skills including basic/intermediate MS Office skills

Desirable

- Experience working in the housing, property or surveying industry
- Understanding of contract documents (eg. The Joint Contracts Council (JCT) / The New Engineering Contract NEC)
- Able to write detailed technical reports
- Experience of project management/ programme of works
- Effective communication in technical and non-technical language as appropriate for the target audience.
- Member of RICS or CIOB