

Senior Building Surveyor

> Customer Directorate > Repairs

What's it all about

As Senior Building Surveyor, 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 use your extensive knowledge, experience and qualifications to provide detailed building consultancy services to ensure that our homes are effectively maintained and cared for, today and for the future.

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

- 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
- Conduct full building surveys and prepare reports and recommendations, including cost analysis.
- 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 keys 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 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
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least three days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive. Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

To learn more about our Values Framework, including what each value looks like in action, please refer to our full **Values Framework document**.

This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

- Appropriate senior surveying qualifications such as BSc or MSc, Chartered Member of RICS, CIOB.
- In depth post qualification or relevant experience (5 years minimum) providing services to residential property owners and managers.
- 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.