

## Job profile

<b>Job title:</b> Assistant Building Surveyor	<b>Responsible to:</b> Asset Manager
<b>Salary Grade:</b> I (£34,350 rising to £38,167 upon successful completion of Probation period)	<b>Contracted hours:</b> 37
<b>Responsible for:</b> N/A	<b>Behaviour level:</b> 1 - All colleagues

### **Purpose of the job:**

As Assistant Building Surveyor, you will be responsible for asset surveys including, adaptations and customer alterations, and determining Customer First outcomes. You will compile reports and specifications for consideration by the Surveying Team Leader.

Taking ownership of repairs, you will continually liaise with customers from inception to completion, in line with our 'Customer First' focussed approach, updating CRM cases as they progress.

You will undertake Stock Condition, Neighbourhood and Void surveys and specify works to ensure that they attain the SLH Homes Standard.

You will undertake quality inspections of works by the inhouse team and external contractors.

### **Key accountabilities:**

1. To undertake surveys and inspections to approve customer requests for alterations and/or adaptations. Providing information to the Asset Manager and Surveying Team Leader to enable effective decision making and approving works on completion.
2. To undertake surveys of void properties and prepare specifications and works orders to refurbish the property to meet the SLH Homes Standard and to undertake all necessary health and safety surveys, inspections and certifications.
3. To undertake surveys for communal and common areas to ensure that they remain compliant and free from defects. Raise works orders for defects and manage the works to completion.

4. To undertake Quality Inspections of works completed by the in-house and external contractors to ensure that the works are defect free and meet the expectations of the customer.
5. To undertake Stock and Component Condition Surveys and accurately record/validate data within the Asset Management System.
6. To undertake Stock Condition Surveys and produce reports for Right to Buy applications and Mutual Exchanges.
7. To liaise, collaborate and communicate with customers and colleagues about surveys and works being undertaken and updating CRM cases.
8. To complete Neighbourhood Surveys, raising works orders for defects, and record information in the Asset Management System and Neighbourhood Plans.
9. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
10. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
11. To ensure you work in accordance with legislative, regulatory and financial requirements in relation to your role at all times.
12. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

## Person specification

<b>Job title:</b> Assistant Building Surveyor		
Criteria	Essential / Desirable	Method of Assessment
<b>Qualifications</b>		
Able to demonstrate a competent level of numeracy and literacy to the equivalent of English and Maths GCSE	E	AF
HNC/HND in an appropriate construction related qualification, or equivalent through experience or qualification in a role-related subject	D	AF
Specific technical specialism training/ qualifications/ awareness e.g., health and safety; fire safety; asbestos	D	AF
<b>Knowledge, skills, and abilities</b>		
An understanding and developed working knowledge of computer systems including Outlook, Excel, Word, and Teams	E	AF
An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH	E	AF/I
Understanding of legislative requirements for Asset Management and Building Safety	E	AF/I
Knowledge of the ongoing management of safety in the built environment	D	AF
Ability to plan resources to achieve performance targets and ability to reassess and replan in times of pressure	D	AF
Ability to show initiative and propose solutions to issues identified	E	AF/I
Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities	E	AF/I
Ability to communicate clearly in writing and orally to customers, management, and colleagues, at all levels and with the ability to produce clear concise reports supported with robust data and analysis	E	AF/I

Proven ability to work in a team and be supportive of others	E	AF/I
Ability to plan own workload to achieve targets and deadlines	E	AF/I
Willing to attend 'out of office hours' community events / meetings	E	AF
Knowledge of asbestos, legionella, building regulations, fire regulations, health and safety regulations and carrying out risk assessments within a housing environment	D	AF
Full driving licence	E	AF
Is a role model to other colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	AF/I
<b>Experience</b>		
Experience in the building industry, ideally working within a customer focussed housing repair and maintenance or planned works team	E	AF/I
Experience of undertaking property and neighbourhood surveys to assess the condition of components against prescribed standards and assessing its remaining productive lifespan	E	AF/I
Experience of undertaking property surveys to determine the feasibility of proposed alterations and/or incorporation of adaptations	E	AF/I
Experience of producing specifications and schedules of works following surveys	D	AF
Experience of applying the Housing Health and Safety Rating System (HHSRS) to homes and raising appropriate risks and mitigation measures to keep customers safe and maintain their wellbeing	D	AF
Experience of interpreting and applying building regulations and disrepair legislation	D	AF
Experience of risk management and mitigation	E	AF/I
<b>Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i></b>  By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life: <ul style="list-style-type: none"> <li>• Genuinely care</li> <li>• Take responsibility</li> </ul>	E	I

<ul style="list-style-type: none"> <li>• Have respect</li> <li>• Be adaptable</li> <li>• Work together</li> <li>• Be curious</li> <li>• Make it happen</li> <li>• Always improving</li> </ul>		
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p><b>Please note:</b>  No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p><b>Role profile prepared by:</b> Director of Homes</p>		
<p><b>Review date:</b> April 2025</p>		
<p><b>Location:</b> Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD.  South Lakes Housing operates a hybrid working policy.</p>		