



JOB DESCRIPTION

Job Title:	Property Surveyor
Reports To:	Head of Asset Management
Team:	Asset
Directorate(s):	Operations
Grade:	BHA B6
Job purpose:	<p>To ensure that the Association’s homes are maintained to a good standard achieving regulatory, legislative and corporate standards.</p> <p>To facilitate the effective and efficient delivery of our asset management strategy.</p> <p>To carry out contract and project management duties and detailed site surveys to ensure a cost effective and high standard of maintaining our residents homes. .</p>

Overview:

<p>1. Key skills to do the job</p> <ul style="list-style-type: none"> • Good level of knowledge relating to general building/construction sector. • Good understanding of building defects, including identification, specification and the management of remedial works through to completion. • Experience of project managing planned major works and maintenance contracts. • Good understanding of how domestic homes perform and how they could be improved for both the tenant and Association. • Good understanding of Decarbonisation and how to assess homes based on their energy performance and how to improve energy efficiency.
<p>Required behaviours – Mandatory for all roles within Broadland</p>
<p>All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.</p>
<p>Openness</p>

You will admit to mistakes and learns from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult.

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- The ability to make key decisions and take ownership of complex situations with a high degree of enthusiasm and motivation.
- Good oral and written communication skills to all stakeholders (internal and external).
- The ability to build effective and lasting relationships with colleagues and partners.

3. Delegated authority

- Contribute towards ensuring the Association's homes meet its regulatory, legal and corporate requirements.
- Find the right solutions working within the Association's guidelines but also empowered to make tough decisions outside of normal procedures where needed.
- Responsible for assessing the condition of the Association's homes, coordinating works and budget monitoring.
- The successful completion of projects and contracts that meet a quality standard, are completed on time and within the delegated budget spend.

- You will have day to day responsibility within the team for making your own informed decisions.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- To assess the Association's homes in relation to our legislative, regulatory and corporate standards.
- Deliver a range of Project management duties from smaller scale renovation works to a home to project managing the replacement roofing of communal blocks.
- Producing specification documents and subsequent financial and quality monitoring and reporting.
- Assist the Procurement team with outsourced contracts in line with the Association's financial regulations ensuring Value for Money as a key driver.
- Schedule and facilitate the operational delivery of the planned and cyclical works programmes and post inspections for outsourced contracts.
- Assist in maintaining the Association's Asset and Liabilities Register.
- Assess the energy efficiency of our homes and facilitate the delivery of the energy improvement programme.
- Take ownership and complete stock condition surveys to ensure the accuracy and completeness of data gathered is correct.
- You will ensure that surveys take into consideration Housing Health, Safety Rating System, the Equality Act requirements and the Homes (Fitness for Human Habitation) Act 2018.
- You will ensure that customer care is at the centre of everything the Association undertakes.
- You will deal with enquiries and respond in a timely and professional manner as per the set service standards.
- Developing and improving service delivery to provide our tenants with the best possible service which can be evidenced from tenant satisfaction surveys.
- Analyse, take ownership and rectify complex building defects which have been escalated to the Asset team.
- You will assist in the forecast projection of long term budgetary requirements for our homes.
- You will conduct survey reports that set out cost and tenancy implications to enable appraisal options to be considered.
- You will be the lead person upon receipt of incidents to our homes such as Disrepair and Insurance claims.
- Ensuring BBS, (property database) component data is regularly validated and accurate.
- You will follow work plans and support other teams in the delivery of the Association's housing services.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate.
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Job Title: Property Surveyor

Essential Criteria

- Valid driving licence

Qualifications

- Minimum HNC or similar relevant qualification to the building sector.
- You must hold or be prepared to work towards EPC Assessor qualification at the earliest opportunity.
- You must be prepared to work towards Associate RICS or CIOB membership.

Experience

- Experience of property related defects and diagnosis is essential.
- Good level of experience of working in a similar role, with relevant on the job training.
- You should have Property Surveyor experience.
- Excellent IT skills to embrace digital developments.
- Experience of contract management and specification writing.
- Excellent communication and engagement skills with tenants and customers.
- Experience of coordinating or managing projects.
- Experience of managing own workload with minimum supervision.

Desirable Criteria

Qualifications

- Associate RICS Membership
- CIOB Membership

Experience

- Social housing sector experience.
- Working with the Decent Homes Standard and understanding of its requirements.
- Conducting stock condition surveys.
- Project Managing a variety of projects.