



Role Profile

Feb 2024

Job Title:	Technical Surveyor
Reports into:	Technical Manager
Direct reports:	N/a
Department / Location:	Compliance and Planned Works (Wembley and Hertford)

Role Purpose:	<ul style="list-style-type: none">• To assist the Technical Manager in the management and delivery of the repairs, maintenance and stock investment contracts throughout SNG for all housing, associated land/buildings and in respect of corporate buildings.• To work with contractor and consultant partners, colleagues and residents across the full range of resident services, to ensure that customer involvement and resident satisfaction is at the core of the decision making process and delivery of these services.• Apply technical knowledge in the procurement and contract management of relevant services – ensuring they represent best value for money.• To contribute to the training of any allocated trainee maintenance surveyors (whether permanent or temporary.)• Monitor and supervise the work completed by consultants/contractors.• Contribute to strategies, policies and procedures for reactive/responsive repairs, stock investment/improvement, voids works, asbestos, disrepair claims, and other related areas to ensure the best use is made of the Group's property/asset investments, and align with strategic plan objectives.• Contribute to setting and managing budgets and relevant contracts to deliver value for money and a reduction in complaints, claims and defective work.• Ensure all key stakeholders are regularly kept informed of performance and relevant developments. Focus on achieving best practice performance in responsive/reactive repairs with an ultimate target of 'right first time – every time' through continuous improvement.
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Key Responsibilities and Accountabilities

Key Accountabilities

1. Deliver service within budget parameters achieving value for money and all expected business outcomes.
2. Provide first line support to the Customer contact Centre staff, assisting with technical queries and taking escalations in relation to repairs.
3. Meet or exceed service performance targets for all SNG's assets – including any other housing providers that we provide these services for. Benchmarking performance against cost, quality, environmental sustainability, Eco homes XB (or its replacement), programme parameters with external housing providers recognised as best-in-sector at any given point in time.
4. Contribute to a regular programme of compliance testing to ensure that colleagues are acting in accordance with SNG's asset management and other relevant ETG policies, strategies, systems and controls and with Housing Corporation and other regulatory requirements.
5. Ensure resident satisfaction levels meet or exceed published targets - across all tenures and wherever the Group provides &/or requires a repairs service..
6. Undertake technical audits of work undertaken by contractors and consultants. Take part in - or lead as appropriate - inspections pre-work, during work and post-completion including liaison with residents to manage expectations and establish customer experience was at or above the required level. Report findings and ensure that continuous improvement is adopted across the supply chain.

7. Commission and manage third party specialists - such as consultants and/or contractors - to take necessary action to ensure that homes remain habitable and that residents are not required to be temporarily decanted wherever possible.
8. Take positive action to ensure any wants of repair are not escalated to become claims of disrepair. Provide professional surveying input to ensure that any cases that result in court action are dealt with thoroughly and efficiently on behalf of SNG's Homes.
9. Contribute to provision of effective staff cover at all times for out of hours and/or emergency incidents consistent with Group requirements. Ensure the same approach is taken for relevant contractors and consultants.
10. Ensure relevant contracts deliver value for money and are Egan compliant. Continuous improvement is actively sought through reduced costs (per unit per annum) without reducing quality and performance. Undertake regular benchmarking against recognised comparables and report as required.
11. Ensure all recoverable expenditure is authorised, recorded, reported and recovered where possible. This may be through service charge, tenant/resident recharges, insurance, legal claim(s) against third parties, etc.
12. Contribute to ensuring comprehensive information is maintained on the type, tenure and condition of Group's assets – including housing stock, buildings (including corporate, care homes, community centres, etc), properties and land. Maintain/develop the Group's stock condition database.
13. Audit Commission action plan and all relevant regulatory requirements met or exceeded – including any mock inspection and/or performance assessments (whether internal or external.) Preparation for and completion of actions arising from any inspection in related areas.
14. For multi-tenure properties, ensure that appropriate and co-ordinated action is taken to deliver the service at the required Technical Surveyor level of performance. Fully comply with relevant statutory provision as applicable to leasehold properties when commissioning works to properties occupied under a lease (for example, section 20 works).
15. Responsible for procuring and project managing works to void properties to the required standards and in accordance with the voids policy as amended from time to time.
16. To manage and report risk ensuring compliance with agreed outcomes relating to risk are achieved, and ensuring financial control, probity and compliance in services in the area of maintenance.

Standard Responsibilities

Adopt and comply with Network values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification

Education

- HNC in building related subject. (E)
- Technical member of the RICS (Tech RICS) or relevant construction qualification. (D)
- Knowledge and Skills Required (E)
- Knowledge and understanding of the diverse lifestyles and needs of residents. (E)
- Knowledge of housing, housing law and the regulatory framework. (D)
- Knowledge of repairs and maintenance in the context of social housing. (E)
- Knowledge of the building industry. (E)
- Working to tight deadlines. (E)
- Awareness and experience of:
 - Partnering and a range of procurement mechanisms and procedures (D)
 - Building practice, building law and emerging trends (D)
 - Landlord and tenant issues arising from leasehold properties (E)
 - Party Wall procedures and practice (D)

Experience Required

- Relevant experience in a relevant maintenance & reactive/reactive repairs capacity with a sound technical knowledge of building maintenance services. (E)

- Experience of undertaking complex defect diagnoses across building types (including modern methods of construction), building technologies and building services. (E)
- Experience of working with residents and involving them in monitoring and shaping services. (E)
- Contribution to budget setting. (D)
- Experience of implementing quality systems. (D)
- Experience of managing and administrating large and complex contracts delivering high volumes of multi-disciplinary repairs to housing, office and other building types. (E)
- Experience of project managing planned maintenance and/or major repairs – especially in respect of void works, elemental replacements, etc. (E)

Additional Information

- *A flexible approach is needed to meet business needs with occasional weekend or evening working, when this is required.*

Organisational Competencies

We want to make Network a great place to work and a great organisation that really delivers for its customers. Our HEART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the five HEART behaviours:-

Hungry – I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Embrace – I embrace everyone and support our colleagues and residents to feel confident in themselves, actively building an inclusive culture

- Supportive: I support everyone and value their individuality
- Ambassador: I strive to create an inclusive organisation
- Welcoming: I welcome all values and beliefs
- Inquisitive: I never stop learning and constantly seek a better understanding of the world

Accountable – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respect – I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team

- Positive: I talk positively about Network Homes as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference

ROCKSTAR Leadership and Management Framework
Rockstars are: bold, inspirational, energised, passionate and engaging

Role Model

- Live the values and lead by example
- Be positive, corporate and professional

Open and Honest

- Be a good communicator and listen to your team
- Be transparent, keep your promises and show integrity

Coach

- Support, motivate and empower your people to bring out the best in them
- Focus on your team's development and success

Knowledgeable

- Have a clear vision and strategy for your team
- Have technical skills so you can advise your team

Staff-focused

- Express interest in each of your people and their wellbeing
- Hold regular 1:1s, agree clear objectives and give powerful feedback

Team-builder

- Encourage people and teams to work effectively together
- Hold regular team meetings and fun development activities

Achievement Focused

- Be bold, decisive and ambitious to succeed
- Manage performance firmly and fairly

Recognise Contribution

- Give praise and encouragement
- Value and appreciate people's efforts and achievements