



ROLE PROFILE

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| POSITION | Stock Condition Surveyor | | |
| TEAM | Technical Services | LOCATION | CHL |
| VERSION | 1.1 | LAST UPDATED | April 2018 |

PURPOSE OF ROLE

This is a customer-focussed role, primarily carrying out condition surveys but will also include maintenance surveys as well as other assessments/inspections.

To diagnose and manage responsive maintenance activities, specify works, providing expert advice and opinion on maintenance matters.

KEY ACCOUNTABILITIES

1. Project Management, delivery and continual improvement of the Stock Condition Survey Programme. This will include all associated activities from the development of the programme through to making appointments, completing surveys and updating IT systems.;
2. Ensuring that all stock data is accurate and updated as necessary, reviewing, assessing, collecting and validating all data prior to update. A particular focus will be the accuracy of property asset information, lifecycles and remaining lives of assets to inform repair and investment programmes.
3. Additional surveys and work including:-
 - Radon assessments;
 - Review of fire risk assessments;
 - Organising and sign off of remedial works identified on the fire risk assessment;
 - Asbestos management reviews;
 - Energy performance assessments;
 - Survey for suitability of disabled adaptations;
 - Undertaking damp inspections;
 - Post inspection of all works; and
 - Submission of planning and building regulation applications.
4. Management of Quality Assurance programmes to ensure continuous data quality; this may include internal or external spot-checking of physical survey works.
5. Diagnosis, specification and management of planned programmes of work.
6. Day-to-day maintenance management, including pre-work surveys, quantity surveys, Quality Assurance, post work inspections, and contractor cost valuation checks, of

Maintenance Contracts.

7. Involvement in preparation of annual budget bids using repair and maintenance trend information in conjunction with departmental budget managers for all activities;
8. Production of timely cost reports from Housing Management systems and cross-checking of accounts from contractors to enable approval of payments;
9. Liaison with the Customer Access Team, Asset Management and Operational Maintenance Team colleagues to continually improve maintenance processes with a focus on Value For Money, Continuous Improvement, Customer Service and Social Value;
10. Analysis of performance statistics and repair trends in respect of maintenance activities for inclusion in monthly Management Reports and future Asset Improvement Programs;
11. Attendance at meetings with maintenance and finance managers to monitor general expenditure and identify areas of under/over performance and proposed reforecast of activities.
12. Drive forward customer focused improvements to all projects and evidence high levels of customer satisfaction in each activity;
13. Involvement with in-house working groups to ensure continuous improvement and development of services.
14. Ensure that all works are completed in line with legislation, regulations and good practice. Working in a safe manner with risk assessments and method statements in place supporting the Construction, Design and Management (CDM) Regulations as well as all other Health and Safety requirements.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues, contractors, stakeholders and customers.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Property Investment Manager

CONTACTS

Internal

- Board members, Senior Management Group, Executive Team and all staff across the Company, including Coastline Services Ltd.

External

- Customers, Customer Representatives – Resident's Associations, Area Panels and Sounding Board Team Members, Leaseholders, Owner Occupiers, Contractors, Consultants, Suppliers, Local Authorities, Government Agencies, councillors and other Registered Social Landlords

PERSON SPECIFICATION

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| POSITION | Stock Condition Surveyor | | |
| TEAM | Technical Services | LOCATION | CHL |
| VERSION | 1.0 | LAST UPDATED | April 2018 |

| QUALITY | ESSENTIAL | DESIRABLE |
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| Education & Qualifications: | <ul style="list-style-type: none"> • ONC/HNC (Ordinary/Higher National Certificate) in General Building Studies, or equivalent NVQ • Evidence of CPD (Continuing Professional Development) – ongoing training relative to the job role • Housing Health and Safety Rating System (HHSRS) requirements qualification | <ul style="list-style-type: none"> • Member of a relevant Professional Body, i.e. RICS (Royal Institution of Chartered Surveyors) or CIOB (Chartered Institute of Building) • If not already a member of the above currently studying for a professional qualification • BHOS P402 Proficiency Certificate in buildings surveys & bulk sampling for asbestos or equivalent qualification • Housing Health and Safety Rating System Assessor qualification • Housing Management qualification • Project Management qualification • Decent Homes knowledge • ECDL – European Computer Driving Licence |
| Experience, Knowledge and Understanding | <ul style="list-style-type: none"> • Sound knowledge of building construction, including defects and remedial actions in domestic dwellings; • Demonstrable maintenance project and contractor management experience • Understanding and experience of working on refurbishment projects | <ul style="list-style-type: none"> • Understanding of Social Housing IT systems and links with other departments within social landlord organisations • Understanding of modern methods of procurement and European Union Procurement Regulations • Ability to design, specify |

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| | <p>within social housing</p> <ul style="list-style-type: none"> • Experience in working with specialist consultants to problem solve specific property-related issues • Excellent understanding of the Housing Health and Safety Rating System and its application • Previous experience in the delivery and continuous improvement of Responsive Repairs • Experience in delivery of Planned and Cyclical Maintenance projects • Experience in general contract administration and management of works from inception through to completion. • Sound understanding and application of contract law, Health & Safety, Planning and Building Regulations • Understanding of customer and corporate responsibilities for maintenance to homes • Understanding of the role of Coastline Housing Ltd within the wider community and the importance of customer and stakeholder consultation • Sound budget management skills | <p>and prepare contract tender documentation</p> <ul style="list-style-type: none"> • Experience in use of a property database for data entry and retrieval • Understanding of Asset Management principles • Knowledge of Social Housing Management Databases and processes • Experience with the Mutual Exchange and Customer Property Improvement processes |
| <p>Job Related skills</p> | <ul style="list-style-type: none"> • Clear oral/written communication at all levels • Able to demonstrate Budget Management and an understanding of cost forecasts • Able to work with customer groups to redesign service specifications and review policies and procedures • Ability to carry out quality checks and manage maintenance contracts and projects • Able to provide excellent maintenance services to customers and the wider general public • Ability to research and write policies and procedures relating to the role • Ability to produce clear concise reports to the management team | <ul style="list-style-type: none"> • Appreciation of life cycle costs when specifying materials • |

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| | <ul style="list-style-type: none"> • Ability to diagnose building defects and specify cost effective solutions • Sound IT knowledge including all Microsoft Office functions | |
| Personal Skills | <ul style="list-style-type: none"> • Ability to work as part of a team • Operate on own initiative, finding imaginative solutions to problems • Ability to communicate complex issues face to face and in writing at all levels • Commitment to demonstrate Value For Money and produce cost effective solutions to maintenance issues • Challenging and enquiring with excellent communications skills • Willing to display initiative and accept responsibility for decision making • Tact, diplomacy and sensitivity in dealing with customers and appreciation of individuals diverse needs • Challenging information and data where there is conflict • Have commitment to sector | <ul style="list-style-type: none"> • Have innovative approach to maintenance activities • Ability to take lead role on maintenance projects of all sizes • Understanding of Social Value and implications with maintenance improvements |
| Other | <ul style="list-style-type: none"> • Must be committed to the Company's Equal Opportunities Policy both in service provision and employment practice • Must hold a full driving licence and have access to a car • Ability to attend evening meetings • Ability to attend meetings and seminars • Standard Disclosure & Barring Service Check | |