

Role Profile – The What, The Where, The How

POSITION	Maintenance Surveyor	REF	SERV22
TEAM	Services	LOCATION	Coastline House / Sites as required, Agile working
VERSION	1	LAST UPDATED	August 2022

THE PURPOSE OF THIS ROLE IS TO

Working across a multidisciplinary team, the Maintenance Surveyor is responsible for ensuring that all works are costed and resourced accurately and delivered effectively with consistently high levels of customer satisfaction.

The post holder will also be responsible for providing accurate breakdown of costs, sourcing and specifying high quality products and providing extensive technical support across the team. High quality technical advice/actions will be provided to colleagues on the repair and maintenance of homes and non-residential assets.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Taking ownership of all minor works improvement projects which cannot be progressed within the responsive repairs process due to size, planning and complexity of works required.
2. Supporting the Delivery Manager and Head of Repairs and Maintenance in managing the peaks of workload across the delivery team to ensure high levels of customer satisfaction.
3. Taking into account factors relating to each project such as Section 20 Consultation, Party Wall Act, Planning Permission and Building Regulations.
4. Ensuring that safe access can be provided to work areas, identifying work at height requirements and costs to plan effective delivery of projects including the management of subcontractors where required.
5. Providing accurate cost and project information to allow recharging of qualifying works to leaseholders and other stakeholders.
6. Developing processes to provide excellent quality services to customers, ensuring that all customer maintenance service complaints and enquiries are managed effectively.
7. Leading on specific projects and activities including development of new standards in response to changing guidance and regulations.
8. Working with others internally and externally to improve customer experience delivered to Coastline's standards whilst driving cost effectiveness without compromising quality.
9. Designing, maintaining and managing a programme of quality assurance checks and post-inspections to ensure consistent review of all stages of the services.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Has previous experience in the delivery and continuous improvement of Responsive Repairs.
- Has sound knowledge of building construction, including diagnosis of defects and remedial actions in domestic dwellings.
- Has the ability to estimate costs of repair and maintenance works with demonstrable project and contractor management experience.
- Has understanding and experience of working on repairs, maintenance and refurbishment projects within social housing.
- Has experience in working with specialist consultants to problem solve specific property-related issues.
- Understands health and safety legislation requirements of a social housing landlord, including CDM Regulations, construction site requirements, Fire Regulations and Housing Health and Safety Rating System (HHSRS) and bring any shortfalls observed to the attention of the person(s) concerned.
- Has a full driving licence and a satisfactory DBS check.

Some experience in the following would be an advantage:

- Excellent customer service skills and ability to work under pressure and prioritise workload of self and others.
- Sets high standards of service delivery at all times.
- Confidence to deal with a wide range of people and to be assertive when necessary.
- Ability to command respect of colleagues and external contractors.
- Good IT skills including Microsoft Office.

General Obligations – For All Of Us

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.
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 Delivery Manager
No direct management reports

CONTACTS

Internal

- Colleagues
- Senior Managers and Board
- Managers, Supervisors and Operatives

External

- Customers
- Clients
- Local planning authority and building control
- Contractors, architects, and designers
- Statutory undertakers
- Social care support (e.g. Cornwall Council)
- Technical experts



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