

ROLE PROFILE

POSITION	Assistant Surveyor		
TEAM	Operational Maintenance Team	LOCATION	Coastline House
VERSION	3	LAST UPDATED	August 2021

PURPOSE OF ROLE	<p>To be responsible for: -</p> <p>Assisting in the management of Responsive Repairs, Planned Maintenance, and general property improvement works to ensure high levels of customer satisfaction and quality to homes across Coastline Housing Stock.</p> <p>Assisting with the Planned Works Programme in relation to achieving Decent Homes and Corporate Plan Targets.</p>
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KEY ACCOUNTABILITIES

1. Assist in the management of Responsive Repairs and Minor Works, including the undertaking of on-site defect diagnosis and remedial works required, work in progress and post inspection of completed works;
2. Assist in the management of larger repairs works including the undertaking of on-site initial work surveys, work in progress and post inspection of completed works;
3. Assist in the management of Planned Maintenance improvements, including the undertaking of on-site work in progress and post inspection of completed works;
4. Oversee the Kitchen and Bathroom replacement programmes including pre-surveys, supplier liaison, customer communications and quality checks;
5. To assist in the day-to-day running of various maintenance contracts, including the undertaking of work in progress, Health & Safety and post inspection of completed works, plus the continuous review and updating of policies, procedures and processes;
6. Collation of data for monthly performance reporting of the Kitchen and Bathroom Planned Maintenance Contracts, including the programme delivery monitoring and customer satisfaction information;
7. Monitoring and auditing progress of maintenance projects and software systems in line with procedures, making procedural change recommendations where applicable;
8. To assist in the continual development of Service Improvements for each of the Planned Maintenance work streams, including the development of mobile working monitoring tools, Customer Relationship Management (CRM) and the storage of 'as installed' drawings, certificates and information;;
9. Working with customer groups and attending meetings to provide up-to-date customer information in respect of maintenance activities, including publishing/updating Coastline

Housing Ltd website, newsletter articles and intranet;

10. Assist in preparing service charge and sinking fund costs for improvement projects ;
11. To assist in customer liaison activities in respect of customer groups in connection with bulk purchase consortiums; and
12. Any other duties commensurate with the role.

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;
4. Ensure compliance with the Company's Health and Safety policies and procedures; and
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the **Operational Maintenance Manager**

CONTACTS

Internal

- Operational Maintenance Team,
- Property Investment Team,
- IT Team,
- Development Team,
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- Finance Team
- Customer Services Team,
- Senior Leadership Team
- Executive Team
- CEO and Board of Coastline Housing Ltd.

External

- Customers, Contractors, Consultants
- Agencies, Suppliers
- Statutory and legal advisors

PERSON SPECIFICATION

POSITION	Assistant Surveyor	LOCATION	
TEAM	Technical Services	LOCATION	CHL
VERSION	3	LAST UPDATED	August 2021

	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> ✓ Put our customers first ✓ Be open, honest and accountable ✓ Value each other ✓ Strive to be the best • Good standard of education with a minimum of 3 GCSE Grade or above, including Maths and English • Evidence of CPD (Continuing Professional Development) – ongoing training relevant to the job role 	<ul style="list-style-type: none"> • CIH Levels 1, 2, 3 and 4 Maintenance Qualifications or equivalent • Willing to work towards ONC/HNC (Ordinary/Higher National Certificate) in General Building Studies, or equivalent • Housing Health and Safety Rating System Assessor qualification • Housing Management qualification • Project Management qualification
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Understanding and experience of Responsive Repairs processes, policies and procedures; • Homes (Fitness for Human Habitation) Act 2018 and Decent Homes knowledge • Understanding of and <i>experience</i> in high quality Customer Service delivery; • Knowledge of building construction, including defects and remedial actions in domestic dwellings; • Understanding and experience of working on refurbishment projects; • Experience in the delivery of Repairs, Planned and Cyclical Maintenance projects • Understanding of the role of Coastline 	<ul style="list-style-type: none"> • Understanding of the Housing Health and Safety Rating System and its application • Understanding of the Construction Design and Management (CDM) Regulations and its application • Experience in working with specialist consultants to problem solve specific property-related issues

	<p>Housing Ltd within the wider community and the importance of customer and stakeholder consultation</p> <ul style="list-style-type: none"> • Sound budget management skills 	
Job Related skills	<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 • Sound IT knowledge including all Microsoft Office functions 	<ul style="list-style-type: none"> • Knowledge of Social Housing Management Databases and processes • ECDL – European Computer Driving Licence • Appreciation of life cycle costs when specifying materials • Understanding of Asset Management principles • Experience in use of a property database for data entry and retrieval
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 • 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 daytime, evening 	

	meetings and seminars	
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