



## ROLE PROFILE

<b>POSITION</b>	<b>Area Maintenance Surveyor</b>		
<b>TEAM</b>	Operational Maintenance	<b>LOCATION</b>	CHL
<b>VERSION</b>	1	<b>LAST UPDATED</b>	January 2020

<b>PURPOSE OF ROLE</b>	Responsible for the effective and economic delivery of maintenance activities to the Company's property portfolio in accordance with Asset Management and Repairs & Maintenance Strategies, policies, procedures and Maintenance Programmes.
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### KEY ACCOUNTABILITIES

1. Project Management, delivery and continual improvement of Maintenance Agreements with contractors in line with Contracts;
2. Diagnosis of building defects and provision of high quality specifications of works to contractors;
3. Operational management of budgets, Partnering Agreement Customer Groups and Customer Consultation frameworks which deliver customer focussed maintenance works;
4. Day-to-day management, including pre-work surveys, quantity assurance surveys, Quality Assurance, post work inspections, and contractor cost valuation checks, of Maintenance Contracts including:
  - Responsive Repairs;
  - Void Property Refurbishment;
  - Neighbourhood and Estate Maintenance;
  - Communal Area Maintenance;
  - Planned and Cyclical Improvement Programmes; and
  - Incident / fire / other damaged property refurbishment.
5. Liaison with other departments to ensure that property exchanges, customer improvement permissions and tenancy agreements are endorsed in accordance with Good Practice and Housing Law;
6. Updating, Inspection and Preparation of Asbestos Related information for contractors in advance of works to comply with H & S legislation, plus liaison with contractors and external consultants as required;
7. Involvement in preparation of annual budget bids using repair and maintenance trend information in conjunction with departmental budget managers for all activities;
8. Quality checks and liaison with external companies and Cornwall Council in respect of Disabled Facility Grant works and other property improvements;
9. Production of timely cost reports from Housing Management systems and cross-checking of accounts from contractors to enable approval of payments;

10. Liaison with in-house contractor, Customer Services and Asset Management colleagues to continually improve maintenance processes with a focus on Value For Money, Customer Service and Social Value;
11. Analysis of performance statistics and repair trends in respect of maintenance activities for inclusion in monthly Management Reports and future Asset Improvement Programs;
12. Attendance at meetings with maintenance and finance managers to monitor general expenditure and identify areas of under/over performance and proposed reforecast of activities.
13. Drive forward customer focused improvements to all projects and evidence high levels of customer satisfaction in each activity;
14. Involvement with in-house working groups to ensure continuous improvement and development of services.
15. Ensure that all works are completed in a safe manner with Construction, Design and Management (CDM), Health and Safety requirements adhered to.

### 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 Maintenance 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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QUALITY	ESSENTIAL	DESIRABLE
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• ONC/HNC (Ordinary/Higher National Certificate) in General Building Studies, or equivalent NVQ</li> <li>• Evidence of CPD (Continuing Professional Development) – ongoing training relative to the job role</li> <li>• Decent Homes knowledge requirements qualification</li> <li>• Housing Health and Safety Rating System (HHSRS) requirements qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Member of a relevant Professional Body, i.e. RICS (Royal Institution of Chartered Surveyors) or CIOB (Chartered Institute of Building)</li> <li>• If not already a member of the above currently studying for a professional qualification</li> <li>• Asbestos Awareness / management qualification</li> <li>• Housing Health and Safety Rating System knowledge / qualification</li> <li>• Project Management qualification</li> </ul>
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• Sound knowledge of building construction, including defects and remedial actions in domestic dwellings;</li> <li>• Demonstrable maintenance project and contractor management experience</li> <li>• Understanding and experience of working on refurbishment projects within social housing</li> <li>• Experience in working with specialist consultants to problem solve specific property-related issues</li> <li>• Previous experience in the delivery and continuous improvement of Responsive Repairs</li> <li>• Experience with the Mutual Exchange and Customer Property Improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Social Housing IT systems and links with other departments within social landlord organisations</li> <li>• Housing Management knowledge and experience</li> <li>• Understanding of modern methods of procurement and European Union Procurement Regulations</li> <li>• Ability to design, specify and prepare contract tender documentation</li> <li>• Excellent understanding of the Housing Health and Safety Rating System and its</li> </ul>

	<p>processes</p> <ul style="list-style-type: none"> <li>• Experience in delivery of Planned and Cyclical Maintenance projects</li> <li>• Experience in general contract administration and management of works from inception through to completion.</li> <li>• Sound understanding and application of contract law, Health &amp; Safety, Planning and Building Regulations</li> <li>• Understanding of customer and corporate responsibilities for maintenance to homes</li> <li>• Understanding of the role of Coastline Housing Ltd within the wider community and the importance of customer and stakeholder consultation</li> <li>• Sound budget management skills</li> </ul>	<p>application</p>
<b>Job Related skills</b>	<ul style="list-style-type: none"> <li>• Clear oral/written communication at all levels</li> <li>• Able to demonstrate Budget Management and an understanding of cost forecasts</li> <li>• Able to work with customer groups to redesign service specifications and review policies and procedures</li> <li>• Ability to carry out quality checks and manage maintenance contracts and projects</li> <li>• Able to provide excellent maintenance services to customers and the wider general public</li> <li>• Ability to research and rewrite policies and produces relating to the role</li> <li>• Ability to produce clear concise reports to the management team</li> <li>• Ability to diagnose building defects and specify cost effective solutions</li> <li>• Sound IT knowledge including all Microsoft Office functions</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Social Housing Management Databases and processes</li> <li>• Appreciation of life cycle costs when specifying materials</li> <li>• Understanding of Asset Management principles</li> <li>• Experience in use of a property database for data entry and retrieval</li> </ul>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work as part of a team</li> <li>• Operate on own initiative, finding imaginative solutions to problems</li> <li>• Ability to communicate complex</li> </ul>	<ul style="list-style-type: none"> <li>• Have innovative approach to maintenance activities</li> <li>• Ability to take lead role on maintenance projects</li> </ul>

	<p>issues face to face and in writing at all levels</p> <ul style="list-style-type: none"> <li>• Commitment to demonstrate Value For Money and produce cost effective solutions to maintenance issues</li> <li>• Challenging and enquiring with excellent communications skills</li> <li>• Willing to display initiative and accept responsibility for decision making</li> <li>• Tact, diplomacy and sensitivity in dealing with customers and appreciation of individuals diverse needs</li> <li>• Challenging information and data where there is conflict</li> <li>• Have commitment to sector</li> </ul>	<p>of all sizes</p> <ul style="list-style-type: none"> <li>• Understanding of Social Value and implications with maintenance improvements</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Must be committed to the Company's Equal Opportunities Policy both in service provision and employment practice</li> <li>• Must hold a full driving licence and have access to a car</li> <li>• Ability to attend evening meetings</li> <li>• Ability to attend meetings and seminars</li> </ul>	