

Role Profile – Manningham Housing Association Maintenance Surveyor

Responsible to :	Senior Maintenance Surveyor
Responsible for :	No staff
Budget responsibility :	No budget

Job Purpose

To carry out property inspections, provide technical advice and guidance, manage contracts and oversee work ensuring that it is carried out to a high standard.

Key Deliverable and Outcomes

1. Ensure that maintenance work carried out by and for Manningham Housing Association meets top quartile standard of workmanship and materials, achieving value for money with strong budgetary control.
2. Using skills and expertise provide a professional surveying and technical support services, contributing to the effective and efficient delivery of the property management function.
3. Through pre-inspections and post-inspections ensure that the Association's properties are maintained to a good condition and comply with legal and tenancy obligations and represent the Association in Section 11 disrepair claims.
4. Undertake regular property surveys and maintain and update relevant processes and systems in the maintenance and development of the organisations assets including where required, the provision for specifications/SORs, dimensions and all material requirements to :
 - Aid and adaptations
 - Electrical periodic inspections
 - void properties
 - Property stock condition
 - EPC's (energy performance certificates)
 - HHSRS (Housing Health & Safety rating system)
5. To assist the Senior Maintenance Surveyor to ensure full compliance with health and safety e.g. asbestos, electrical, legionella and fire risk assessments.
6. Responsible for ensuring that Manningham HA targets and objectives are met which will include :
 - Completing 20% of stock surveyed per annum
 - No stock condition survey record over 5 years old
 - 95% of stock condition surveys carried out by appointment
7. To assist the Senior Maintenance Surveyor in the delivery of the Associations Component Replacement Program and Cyclical Program.
8. To carry out valuations, snagging and on site supervision during the program.
9. Ensure accurate costs and the development and application of rates and specifications are provided to ensure services are delivered in line with standards and budget expectations.

10. Ensure all works are awarded, undertaken and completed accurately and in accordance with instructions, standing orders and financial regulations for quotation and tenders.
11. Working with the Senior Maintenance Surveyor to assist with co-ordinating service provision for responsive/void/cyclical maintenance/repairs dealing promptly with all queries and complaints.
12. Ensure robust and consistent systems for the management and reporting of contractual/service performance are maintained demonstrating compliance to all statutory and Manningham HA obligations/service standards and value for money, including the completion and frequent update of all relevant documentation and IT systems.
13. Assist in the review of service performance at regular intervals evidencing outcomes and demonstrating outputs leading to or maintaining service improvements including the continued development.
14. To carry out any other duties as the Senior Maintenance Surveyor may reasonably request.
15. The post-holder's duties must at all times be carried out in compliance with legislative requirements such as health and safety and all of the Associations policies and procedures in particular the Equality, Diversity & Inclusion Policy and any other policies designed to protect employees or service users.
16. It is the duty of the post-holder not to act in a prejudicial or discriminatory manner towards any customers or employees, including discrimination towards anyone under the nine protected characteristics under the Equality Act 2010; age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race (includes ethnic or national origins, colour or nationality), religion or belief (includes non-belief), sex (man or woman) and sexual orientation (includes lesbian, gay, bisexual or heterosexual). The post-holder should not accept any such practice or behaviour and should either challenge or report it.

Person Specification (all areas are essential unless otherwise specified)

Qualifications

HNC or equivalent qualification in a building discipline
Good standard of general education (e.g. to GCSE standard)

Experience

Housing maintenance survey experience
Experience of working in a building construction environment
Knowledge of working within the CDM regulations
Experience of working to set targets where deadlines must be achieved
Experience of supervising projects where contractors are involved
Able to prepare comprehensive reports on building programmes and write specifications
Experience of working with policies and procedures and applying them and explaining them to both staff and tenants
Experience of dealing with difficult situations which require some diplomacy and excellent customer services skills to resolve
Awareness of Asbestos and Environmental issues
An understanding and basic awareness of housing legislation (Desirable)

Practical & Intellectual Skills

Good written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences
Able to demonstrate high standards of personal resilience and integrity
Able to work under pressure and public scrutiny and deliver results to tight deadlines
Diplomatic and confidential

Personal Qualities

Understanding and able to demonstrate the vision and values of Manningham HA
Ability to make sound judgements on the information available
Can do attitude to work
A person with the desire to improve services and performance and make a real contribution to the running of the organisation
Possessing the authority, presence and impact to engage respect from colleagues and from external contacts
Confident and effective decision maker
Able to demonstrate high standards of personal resilience and integrity
Able to work under pressure and deliver results to tight deadlines

Development

Willing to develop own skills and evidence of personal development

The Associations 'Expectation of our Colleagues' apply to this role