

## ROLE PROFILE

<b>Role Title:</b>	Technical Surveying Apprentice
<b>Department:</b>	Asset Management
<b>Role Purpose:</b>	To ensure the repairs service and planned programme is achieved within the agreed timescales.
<b>Reporting to:</b>	Programme manager / Senior Surveyor
<b>Responsible for:</b>	n/a
<b>Disclosure level:</b>	Standard
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<p>Support the Asset Management Team in the monitoring and delivery of maintenance and refurbishment contracts including providing assistance with site inspections and identifying concerns to the appropriate team member. Recording and enter details into the required systems of inspections or work required. Producing reports on progress and actions taken where required.</p> <p>To assist in the management and inspection of completed works and update details in the system as required</p> <p>Ensure all contractors delivering work comply with standing orders, legislative requirements and that Midland Heart to hold current details within respective database</p> <p>Provide all necessary information to customers, staff and contractors to satisfy and/or exceed our duty of care</p> <p>Ensure compliance with the associations health and safety policies</p> <p>Highlight any pending or proposed legislative or best practice that could be of relevance to the operations manager of the service</p> <p>Ensure customers are provided with the opportunity to be involved within all areas of the repairs and voids services as defined within the Involvement Strategy</p>
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<b>Education, Qualifications and Training</b>	<p>Minimum of GCSE Grade C or equivalent in English and Mathematics.</p> <p>A Level 2 or equivalent in a trade/construction related qualification</p> <p>Able to drive and have a car available for use in connection with work.</p>
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<p><b>Knowledge and Experience</b></p>	<p>Basic understanding of construction related health and safety and safe working practices</p> <p>Basic understanding of building construction</p> <p>Experience of delivering projects on time</p> <p>Experience or knowledge of liaising with maintenance and building contractors delivering responsive repairs, voids or planned works</p>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<p>Ability to formulate effective and appropriate responses on the basis of sound technical knowledge</p> <p>Ability to communicate, negotiate and advise residents in their homes</p> <p>Ability to work on their own initiative</p> <p>Excellent communication skills both written and verbal</p> <p>Good team player (both as organiser and participant)</p> <p>Flexible in approach to work and good at prioritising workload</p> <p>Demonstrate the ability to adapt to change in line with business, directorate and team requirements</p> <p>Understanding of and commitment to the principles of equality and diversity</p>