

Role Profile

Role Title:	Area Surveyor
Department:	Assets
Role Purpose:	<p>To ensure that the delivery of the Repairs Service, Void Management, Stock Condition Surveying and Quality Control are managed and delivered effectively across all properties within the Operations Directorate portfolio. The Surveyor will provide a single point of contact for all internal and external contractors in respect to repairs, void management, stock condition, quality and value for money across the designated responsibilities. The Surveyor role will require the individual to establish strong relationships with the relevant staff within the Operations Directorate.</p> <p>To understand the specialism and legislation governing the sector and to be able to adapt standard specifications and methods of work to suit individual scheme or single property requirements.</p>
Reporting to:	Senior Contracts Manager and Senior Surveyor
Responsible for:	N/A
Disclosure level:	Standard
Role Level:	Frontline Worker

Key Role Responsibilities	<p>1. <u>Responsive Repairs Delivery</u></p> <ul style="list-style-type: none"> • Work with all parties involved in the repairs system, end to end, to ensure that work is being delivered cleanly and efficiently. • Provide technical support to customers, staff and operatives to deliver an effective repair service. • Provide guidance and technical support to technical officers and other Midland Heart staff to deliver an effective and efficient VFM repair service. • Monitor the 'measures' of performance relevant to your designated contracts daily, weekly and agreed intervals. Identify adverse variances outside of the normal variable scope of work to understand 'what' the reasons are for variance and what can be done to resolve. • Work with the Repairs Contract and Quality Manager to resolve any issues identified. • Review customer feedback and satisfaction levels within your contract areas and implement improvements in order to improve satisfaction levels. • Work with the Repairs Contract and Quality Manager to resolve issues identified and design out predictable failure of the service and act upon areas of customer dissatisfaction. • Be available to provide an out of hours technical service, for emergencies by taking part in the rota for emergency cover, covering evenings, nights, weekends and bank holidays as appropriate.
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- Deliver a standard of project management throughout the Operations Directorate property portfolio that is consistently high in quality, programme, budget and quality control and deliver reporting procedures that are accurate and timely.
2. Planned Programme
- Support the Planned Programme Manager in the delivery of planned programmes by providing technical support, feedback on quality control surveys and data.
3. Voids / Empty Property Management / Stock Condition
- Project Manage repairs to void properties to achieve the void standard including Decent Homes in line with the end to end void management process of Midland Heart.
 - Work with the nominated contractor to ensure that voids are processed expeditiously.
 - Provide technical support to customers, staff and operatives to deliver right work.
 - Review customer feedback and satisfaction levels within your contract areas.
 - Review and measure the voids process from end to end to keep all work necessary prior to letting to a minimum timescale.
 - Measure all stages of the void process and identify predictable adverse variances to the Repairs Contract Manager that can be acted upon to improve the service.
 - Undertake post inspections on all works in void properties ensuring all works are carried out to the appropriate standard
 - Ensure that all compliance certification is carried out on repair and planned works and to be responsible for the certificates and paperwork is delivered to the relevant Compliance Team.
 - Undertake stock condition surveys and report back in standard stock condition reporting format.
 - Undertake Energy Performance Surveys to ensure Compliance with statutory requirements
4. Contract Management – Repairs
- Ensure that the flow of work is correctly undertaken at all stages and that the systems identify areas of failure and value so that contract parties can act upon these to improve the system.
 - Work closely with internal businesses to manage contracts to the agreed service level and involve these partners in contract administration.
 - Involve customers within the operational management process to test and challenge the service.
 - Undertake daily and other reviews of the contract performance and implement actions to understand and resolve issues.
 - Undertake regular debriefing meetings with operative and other front-line staff.
 - Work with the Repairs Contract and Quality Manager to identify where Service standards, Policies, Procedures and contract documentation do not

meet current practice to meet the needs of customers and suggest updates appropriately.

- Produce monthly or as required, performance information of the measures and KPIs for Contract Manager and other areas of the business that demonstrate performance.
- To review the general repairs specification to ensure that the repair is compliant with the specific use of the respective Care & Support schemes.

5. Financial Control

- Be responsible to ensure completed work is priced and approved within agreed, tight timescales and that all work is priced in strict accordance with the contractual price model.
- Ensure invoices are managed appropriately and paid promptly.
- Minimise accruals monthly and annually by ensuring all outstanding work is identified and is being addressed within the repairs system, not on hold and within targets for close down of orders.
- Prepare budget statements, budget monitoring returns and final accounts for projects.
- Agree meeting and management protocols with contractors operating with the area of operations.

6. Human Resources & Staff Management

- Assist with the induction and training of new or existing staff when required.

7. Legal Compliance and Health and Safety Management

- Ensure all contractors delivering work comply with standing orders, legislative requirements and Midland Heart hold current details within the respective database.
- Provide all necessary information to customers, staff and contractors to satisfy and/or exceed our duty of care.
- Partake in training annually and remain cognisant of any changes in legislation within the sector to ensure you are and remain competent to deliver the role within a highly legislated industry.
- Highlight any pending or proposed legislative or best practice that could be of relevance to the Repairs Contract and Quality Manager of Service.
- Ensure compliance with the Association's health and safety policies.

8. Customer Involvement

- Ensure customers are provided with the opportunity to be involved within all areas of the repairs and voids service as defined with the Involvement strategy.

9. General

- Represent Midland Heart internally and externally positively and professionally.
- Provide support to the Repairs Contract and Quality Manager and act as deputy in their absence as required.
- Provide a positive contribution to the overall corporate strategy and vision

	<p>of Midland Heart.</p> <ul style="list-style-type: none"> • Apply, promote and implement the Groups Equalities & Diversity Policies and Code of Conduct. • Undertake any other duties commensurate with this post, as directed by the Operations Manager of Repairs and Maintenance. • Work with Customer Experience and other Midland Heart officers to resolve complaints in a timely manner.
Education, Qualifications and Training	<ul style="list-style-type: none"> • HND/Degree level or equivalent in a related discipline. • Health and Safety/CDM training or equivalent.
Knowledge and Experience	<ul style="list-style-type: none"> • Evidence outlining experience in developing effective solutions to resolve construction related defects and customer issues. • Evidence of monitoring and controlling construction works including defect and repairs final inspections. • Experience of working with clients and contractors and developing successful long term working relationships. • Proven experience of achieving challenging targets and objectives. • An understanding and knowledge of Asbestos within the work place and it's affects. • Knowledge of Health and Safety legislation, regulations and codes of practice pertaining to housing and Construction. • Understanding and ability to undertake and apply risk assessments. • An understanding and knowledge of best practice in contract, budget and contractor management. • Clear knowledge and understanding of the Operations Directorate.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Excellent communication skills both in dealing with customers and communicating outcomes. • Ability to demonstrate support in emergency situations and to formulate effective and appropriate responses on the basis of sound technical knowledge. • IT literate with thorough understanding of IT and how effective IT systems can support the efficiency of the organisation. • Understands the importance of high quality customer service.

Appendix 1

The surveyor role is a generic position where the post holder is required to work across all aspects of the property portfolio of Midland Heart. This will involve repairs, void management, stock condition and quality control.

It is anticipated that individual surveyors will be designated as lead in a specific area such as General Needs (Property Care or Third party delivery), Retirement and Inclusion Services as directed by the Repairs Contract or Quality Manager.