Role Profile

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| **Role Title:** | |  | | --- | | Contract Delivery Surveyor (Special Projects) | |  | |
| **Department:** | |  | | --- | | Operations - Assets | |
| **Role Purpose:** | |  | | --- | | Support the effective delivery of the In House maintenance services ensuring delivery is in a timely, cost effective, customer focused and safe manner in line with budgets and legislative requirements whilst achieving the contract SLAs and KPIs. | |
| **Reporting to:** | |  | | --- | | Regional Manager | |
| **Responsible for:** | |  | | --- | | Operatives, Sub-Contractors and self employed operatives. | |
| **Disclosure level:** | Standard |
| **Role Level:** | [Frontline Manager](B&S%20Framework%20Role%20Levels/2.%20Frontline%20Manager.docx) |

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| **Key Role Responsibilities** | |  | | --- | | Support and deliver Midland Hearts disrepair cases, Fire Risk assessment actions, structural works, aids and adaptations and other special projects.  Lead motivate and engage with your team to ensure the delivery of a high quality repairs and maintenance service and implementing operational objectives including KPIs.  Ensure Health and Safety requirements are met in accordance with Midland hearts policy, procedures and statutory requirements.  To provide effective service delivery of responsive repairs, void property services, disrepair, FRA remedial actions, property aids and adaptations, structural works and any other special projects.  To ensure all completed works comply with the current regulations and legislative requirements  Work closely with the wider Midland Heart team to ensure that customers are provided with a seamless service and a high level of customer care in every aspect of the service is delivered.  Management and delivery of an effective Out of Hours Emergency Service, including requirement to participate in the on call standby rota.  Ensure that where sub- contractors / self- employed operatives work with operational teams that they are managed and monitored  effectively, and that the service provided is of high quality and cost  effective.  Ensure that all relevant certification is provided for all works completed.  To represent Midland Heart as required at internal / external meetings / events etc.  To undertake any other duties within the scope of the post, as directed by Midland Heart’s management team and on occasions work in other areas of Midland Heart as required.  **Financial Control and Value for Money**  Monitor relevant budgets ensuring expenditure is robustly managed in line with Midland Hearts financial controls.  To ensure that all spend is managed within the appropriate levels of  delegated authority and complies with Midland Heart Standing rders  and Financial Regulations.  **Staff/Contractor Management.**  Lead and manage the performance and development of your team  providing expertise, coaching and other developmental support as  required, ensuring a quality service is provided and performance is  dealt with appropriately.  Assist with the recruitment process to attract and retain talent.  **Legal compliance and Health and Safety Management**  Ensure Health and Safety requirements are met in accordance with  Midland hearts policy, procedures and statutory requirements.  **Customer Involvement**  Support the involvement of customers within all areas of the  maintenance service as defined with the involvement strategy, ensuring service standards are challenged and tested by customers at regular intervals. | |

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| **Education, Qualifications and Training** | Recognised building related qualification or supervisory site  management qualification or equivalent technical level of expertise  demonstrated through significant work experience. |
| **Knowledge and Experience** | **Experience**  Understanding of a direct workforce and multi-disciplinary teams.  Excellent technical ability, with good knowledge of the appropriate  quality standards, building regulations and planning requirements  **Knowledge**  Good construction knowledge including health and safety legislation,  fire safety, and CDM Regulations  Ability to identify building defects and their remedies.  Ability to implement change and drive service improvement.  Excellent planning, organisational and analytical skills. |
| **Role Specific Skills & Behaviours** | A strong leader and motivator of people.  Advocate of continuous improvement and new ways of working.  Professional approach to all aspects of service delivery.  Understanding and commitment to the principles of equality and  diversity  Resilience in all aspects of management and service delivery.  A “can do” attitude.  Team player.  Demonstrable abilities with Word, Excel, Access and Power point. |