

Role Profile

| | |
|--------------------------|---|
| Role Title: | Contract Delivery Surveyor (Repairs & Voids) |
| Department: | Operations - Assets |
| Role Purpose: | Support the effective delivery of contracted 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: | Contract Manager |
| Responsible for: | Contractors & Sub-contractors |
| Disclosure level: | Standard |
| Role Level: | Frontline Worker |

| | |
|----------------------------------|---|
| Key Role Responsibilities | <ul style="list-style-type: none"> • Support and manage the delivery of high quality maintenance services through Midland Heart's supply chain partners ensuring that operational objectives including KPIs are achieved. • Ensure Health and Safety requirements are met in accordance with Midland Hearts policy, procedures and statutory requirements. • 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 delivered. • Support the delivery of an effective Out of Hours Emergency Service, including the requirement to participate in the on call / standby rota. • Support the delivery of qualitative and quantitative performance targets for respective contracts. • Provide timely and concise reporting regimes in line with Midland Heart processes and procedures. • Ensure that all relevant certification is provided for all works completed. • To represent Midland Heart as required at internal, external and contract review meetings. |
|----------------------------------|---|

| | |
|--|--|
| | <ul style="list-style-type: none"> • 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. • Ensure the efficient delivery of Midland Hearts repairs and void service through the contracted supply chain. • Support the Contract Manager to fulfil their function as lead contract administrator for relevant supply chain management. • Ensure that all Midland Heart properties are maintained to the decent homes standard whilst creating a climate of innovation and opportunities for efficiencies. <p>Financial Control and Value for Money</p> <ul style="list-style-type: none"> • Support in the monitoring of 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 Orders and Financial Regulations. <p>Staff / Contractor Management</p> <ul style="list-style-type: none"> • Support in the monitoring and review of performance and development of the contractor team providing expertise, coaching and other developmental support as required, ensuring a quality service is provided and performance is dealt with appropriately. • Legal Compliance and Health and Safety Management. • Ensure Health and Safety requirements are met in accordance with Midland hearts policy, procedures and statutory requirements. <p>Customer Experience</p> <ul style="list-style-type: none"> • Provide customers the opportunity to be involved within all areas of the repairs, voids and installation service as defined with the Involvement strategy. Ensuring service standards are challenged and tested by customers at regular intervals. • Improve customer experience through the consistent achievement of high levels of customer satisfaction and improving service delivery through lesson learned from service failures. |
|--|--|

| | |
|--|---|
| <p>Education, Qualifications and Training</p> | <ul style="list-style-type: none"> • Recognised building / M&E related qualification or supervisory site management qualification or equivalent technical level of expertise demonstrated through significant work experience. • It is a requirement that the role holder has a full valid driving license. |
| <p>Knowledge and Experience</p> | <p>Experience</p> <ul style="list-style-type: none"> • Excellent technical ability, with good knowledge of the appropriate |

| | |
|---|---|
| | <p>quality standards, building regulations and planning requirements.</p> <ul style="list-style-type: none"> • Proven experience of achieving challenging targets and objectives. • Experience of sector leading construction related and Compliance software. <p>Knowledge</p> <ul style="list-style-type: none"> • 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. • An understanding of Contract Law and procurement framework. |
| <p>Role Specific Skills & Behaviours</p> | <ul style="list-style-type: none"> • Excellent communication skills. • Ability to demonstrate support in all situations and to formulate effective and appropriate responses on the basis of sound technical knowledge. • IT literate with thorough understanding and application of asset management systems, Word, Excel, Access and Power point. • A can do attitude and team player. • A motivator of people in order to deliver through a third party. • 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 operational delivery. |