

## Role Profile

<b>Role Title:</b>	Disrepair Surveyor
<b>Directorate:</b>	Repairs & Maintenance
<b>Role Purpose:</b>	Support the effective delivery of contracted and internal maintenance services focused on damp and mould prevention and remediation services, in a timely, cost effective, Tenant focused and safe manner.
<b>Reporting to:</b>	Operations Manager
<b>Responsible for:</b>	Contractors & Sub-contractors
<b>Checks:</b>	Basic DBS, plus Social Media Check
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Conducting thorough surveys to diagnose potential or existing damp and mould cases and repairs, document findings in compliant reports.</li> <li>• Producing detailed schedules of works using NHF SOR's for the prevention and remediation of damp and mould repairs.</li> <li>• Support and manage the delivery of high-quality damp and mould prevention and remediation services through Midland Heart's supply chain partners, ensuring that operational objectives including KPI's and SLA's are achieved</li> <li>• Conducting post-completion surveys of works to ensure quality and compliance with Midland Heart specifications and legislation</li> <li>• Accurate record keeping, including ensuring that all relevant certification is provided for all works completed, and effectively following the no access process to ensure appropriate follow up actions are taken.</li> <li>• Represent Midland Heart at internal, external and contract review meetings as required.</li> <li>• Acting as Subject Matter Expert; critiquing reports provided by external surveyors, ensuring they meet Midland Heart and legislative standards, whilst supporting contractors with queries and providing technical guidance on surveyed works.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Supporting the damp and mould complaints case load, providing technical reports to showcase actions taken to deliver satisfactory results for Midland Heart and our Tenants.</li> <li>• Ensuring all legislative, regulatory and organisational requirements for maintaining safe, warm and dry properties are met (Health &amp; Safety Act, Fitness for Habitation, Social Housing Regulation Act 2023).</li> <li>• To represent Midland Heart as required as an expert witness in a court of law, or at a hearing set in any other professional location.</li> <li>• Working closely with the wider Midland Heart team to ensure that tenants are provided with a seamless service and a high level of customer care in every aspect of the service delivered. Improve tenant experience through the consistent achievement of high levels of customer satisfaction and improving service delivery through lesson learned from service failures.</li> <li>• Support the delivery of an effective Out of Hours Emergency Service, including the requirement to participate in the on call / standby rota.</li> <li>• Support in the monitoring of relevant budgets ensuring expenditure is robustly managed in line with Midland Hearts financial controls.</li> <li>• Working with the Contract Management team to, 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.</li> <li>• 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.</li> </ul>
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Achieved a recognised construction building surveying related qualification (RICS or CIOB).</li> <li>• Achieved HHSRS qualification, or willingness to work towards.</li> <li>• It is a requirement that the role holder is able to travel regularly across the Midland Heart geography.</li> </ul>

<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of the use of Schedule of Rates, such as NHF, for the preparation and validation of works schedules.</li> <li>• Proven experience of achieving challenging targets and objectives.</li> <li>• Experienced in managing multiple tasks and projects at any given time, organisational skills, time management and an ability to prioritise workload.</li> <li>• Experience of inspecting properties and a good understanding of defects falling under relevant legislation such as, but not limited to, Landlord and Tenant Act 1985, the Environmental Protection Act 1990, and the Homes (Fitness for Human Habitation) Act 2018, Social Housing Regulation Act 2023.</li> <li>• Experience of sector leading construction related and Compliance software.</li> <li>• Good construction knowledge including health and safety legislation, fire safety, and CDM Regulations.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Excellent technical ability, with good knowledge of the appropriate quality standards, building regulations and planning requirements, specifically related to Damp &amp; Mould.</li> <li>• Ability to identify building defects and their remedies.</li> <li>• Ability to implement change and drive service improvement.</li> <li>• Excellent planning, organisational and analytical skills.</li> <li>• Understands the importance of internal communication and using central systems to record information and case progression.</li> <li>• Proactive and tenacious in finding resolutions to complaints, defects and complex repair situations.</li> <li>• Excellent communication skills.</li> <li>• Ability to demonstrate support in all situations and to formulate effective and appropriate responses on the basis of sound technical knowledge.</li> <li>• IT literate with thorough understanding and application of asset management systems, Word, Excel, Access and Power point.</li> <li>• A can-do attitude and team player.</li> <li>• A motivator of people in order to deliver through a third party.</li> </ul>