

Role Profile

Role Title:	Defects Surveyor and Contracts Manager
Department:	Development
Role Purpose:	Inspection and contract management of rectification of post contract defects, as well as technical support to colleagues.
Reporting to:	Head of Construction, Quality and Innovation
Responsible for:	N/A
Disclosure level:	Basic DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Utilise technical experience and capability to interpret drawings and assist with building related queries. • Provide technical support to project teams through the construction period, with a focus on the quality of build and technical standards being maintained on projects. • Inspecting post contract defects for projects and ensuring high standards of customer service are maintained. • Establish and maintain relationships with internal client departments and key external stakeholders and partner organisations on construction related matters. • Assist in ensuring that Midland Heart's Employers Requirements, Design Brief and Specification are maintained, updated and reviewed regularly. • Ensure that any outstanding issues are resolved on historic schemes so that they can be completed, and retentions released. • Provide additional support to the Project Managers as required. • Undertake site visits as required to active construction projects to ensure that developments are delivering high quality standards. • Review drawings and technical specifications as required to ensure that projects are adhering to agreed contract requirements.
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	<ul style="list-style-type: none"> • Have oversight of Building Control and NHBC (or equivalent insurer) visits to all sites and that any issues identified are being addressed by the project site teams. • Assist in effective post contract defects process, liaising with the Customer Hub, Project Managers, Contractors and Consultants as required. • Ensure that any complaints with regards defects and the quality of completed homes are managed swiftly and effectively and in line with Midland Heart's complaints process. • Oversee the repair of defects that are taken over by our repairs service supplier and contract manage the performance of that supplier including the analysis, monitoring and reporting of contractor performance against agreed service standards and financial / operational KPIs; and the development and maintenance of a strong partnership-based relationship with contractors, enabling a seamless service delivery and the effective identification and rectification of contractor underperformance. • Keep abreast of current issues and standards within the building sector and ensure regular liaison with the Construction and Technical Manager regarding changes to the Midland Heart technical brief. • Assist with defects inbox as required.
Education, Qualifications and Training	<ul style="list-style-type: none"> • Degree or equivalent - construction or housing related discipline desirable. • Membership of a relevant professional body (RICS, CIOB) is desirable.
Knowledge and Experience	<ul style="list-style-type: none"> • A good understanding of construction practices. • Excellent knowledge of building defects. • Experience of Contract Management including management of third-party contractors or direct labour.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Collaborative. • Ability to challenge others inside and outside the business. • Ability to implement change and drive service improvement. • Advocate of continuous improvement. • Professional approach to service delivery. • Understanding of and commitment to the principles of equality and diversity.