

Role Profile

Role Title:	Contract Delivery Surveyor – Building Safety
Department:	Property Services – Building Safety Team
Role Purpose:	Support the effective delivery of Building Safety compliance and maintenance services ensuring delivery is in a timely, cost effective, tenant focused and safe manner in line with budgets and legislative requirements whilst achieving the contract SLAs and KPIs.
Reporting to:	Contract Managers
Responsible for:	Contractors & Sub-contractors
Disclosure level:	Basic DBS and Social Media Check
Key Role Responsibilities	<ul style="list-style-type: none"> • Support and manage the delivery of Midland Hearts various Compliance Contracts through the contracted supply chain. • 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. • Support the Building Safety Team Contract Managers to fulfil their function as lead contract administrators for relevant supply chain management. • Scrutinise financial valuations for validity against contracted SOR's ensuring appropriate documentation is submitted by the supply chain as part of payment approval processes. • Improve the tenant experience through the consistent achievement of high levels of customer satisfaction and improving service delivery through lessons learned from service failures. • Take a lead role dealing with tenant complaints, liaising with colleagues and contractors to ensure service failures and lessons learned, a timely resolution and clear communication with tenants at every stage until satisfactorily concluded. • Work closely with the wider Building Safety 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. • Undertake daily drills for relevant service areas to identify any

	overdue repairs taking positive action to remediate/escalate in a timely manner.
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	<ul style="list-style-type: none"> • 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. • 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 that all Midland Heart properties are maintained to the decent homes standard whilst creating a climate of innovation and opportunities for efficiencies.
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Financial Control and Value for Money

- 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.

Staff / Contractor Management

- 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.

Customer Experience

- Provide tenants the opportunity to be involved within all areas of the compliance, repairs, voids and installation service as defined with the Involvement strategy. Ensuring service standards are challenged and tested by tenants at regular intervals.
- Improve tenant 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"> • Construction or Building Safety related qualification desirable but not essential. • It is a requirement that the role holder is able to demonstrate their ability to travel across the Midland Heart geography in respect of undertaking the role.
<p>Knowledge and Experience</p>	<p>Experience</p> <ul style="list-style-type: none"> • Excellent customer service skills demonstrable through previous work experience, and a thorough understanding of the current Social Housing environment, related compliance requirements, both statutory and non-statutory. • Proven experience of achieving challenging targets and objectives. <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.

Role Specific Skills & Behaviours	<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 compliance/technical knowledge.• IT literate with thorough understanding and application of asset management systems, Word, Excel, Access and Power point.• Customer focused with 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.
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