

Role Profile

Role Title:	Lead Surveyor
Department:	Repairs and Maintenance
Role Purpose:	To lead and manage the team of Damp and Mould and Disrepair Surveyors, ensuring high-quality, consistent, and compliant survey practices across Midland Heart.
Reporting to:	Head of Specialist Repairs
Responsible for:	D&M Surveyors, Disrepair Surveyors Sub contractors, Third party Surveyors & Specialists
Disclosure level:	Basic DBS and Social Media checks
Role Level:	Frontline Manager

Key Role Responsibilities	<p>Team Management</p> <p>To manage a team of Surveyors, and subcontractors ensuring that they have capacity and capability to deliver a first-class repairs and maintenance service.</p> <p>Ensuring all activities are completed to the highest standards, in a timely, cost-effective, customer-focused, and safe manner, in line with budgets, legislative requirements, and contractual SLAs and KPIs.</p> <p>Management of resourcing and capacity continually to ensure productivity is maximised.</p> <p>Responsible for ensuring all work delivered by the team is compliant with current regulations and legislative requirements and all relevant training is up to date.</p> <p>Collaborate with other teams (e.g. Repairs Performance, Responsive Repairs and Quality) to monitor Work in Progress (WIP), levels of tenant satisfaction and disrepair trends, acting on these to improve performance.</p> <p>Regular, proactive engagement with teams, ensuring 121's are completed, supporting in Toolbox Talks and ensuring key messages are both cascaded effectively and understood.</p> <p>Using effective people management techniques, to implement and drive formal HR processes as necessary.</p> <p>Responsible for ensuring that the teams understand the organisations strategy, their role as trade operatives, key deliverables and the values</p>
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and behaviors expected.

Service Delivery

Requirement to conduct surveys where necessary, especially for complex or high-risk cases.

Manage third-party survey companies and external specialists, ensuring their work aligns with Midland Heart’s standards and expectations.

Continuous Improvement & Market Awareness

Lead initiatives to continuously improve the standard of surveys through the implementation of new processes, tools, and training.

Maintain a keen awareness of market changes, regulatory updates, and best practices, ensuring Midland Heart adapts proactively to any upcoming changes.

Quality Assurance & Risk Mitigation

Ensure that all surveys are consistent, accurate, and identify any potential risks to Midland Heart.

Implement post-inspection frequencies and oversee the development of action plans based on common themes identified in surveys.

Ensure that all risks associated with damp and mould, and disrepair are managed effectively, and mitigation strategies are in place.

Reporting & Insights

Develop and manage robust reporting systems to monitor the performance of the surveyors.

Regularly review survey outcomes, post-inspection frequencies, and audit findings to provide insights into areas of improvement.

Provide strategic reports to senior management on risks, trends, and the effectiveness of current survey processes.

Record-Keeping & Documentation

Ensure that all surveyors maintain thorough and compliant record keeping, ensuring that documentation is completed to a high standard.

Oversee the audit of survey reports to ensure accuracy, completeness, and regulatory compliance.

Stakeholder & Contractor Management

Liaise with both internal and external stakeholders, including contractors and third-party survey specialists, to ensure that all works are completed to Midland Heart’s satisfaction.

Build and maintain strong relationships with external survey companies, ensuring they deliver consistently high-quality service.

Support the delivery of an effective Out of Hours Emergency Service including responsibility to be a point of escalation.

	<p>Budget & Resource Management</p> <p>Manage budgets related to surveying activities, ensuring effective control of costs while maintaining high standards.</p> <p>Oversee the allocation of resources, including managing the workload between internal and third-party surveyors.</p> <p>Performance Monitoring & Development</p> <p>Set and review performance targets for both internal and external surveyors, ensuring alignment with organisational objectives.</p> <p>Lead efforts to enhance the team's skills, knowledge, and performance through targeted development programmes and continuous learning initiatives.</p>
<p>Education, Qualifications and Training</p>	<p>RICS or CIOB qualification, with extensive post-qualification experience in building surveying, especially in damp and mould, and disrepair.</p> <p>HHSRS qualification or willingness to work towards it.</p> <p>In-depth understanding of Awaab's Law and its implications for housing providers.</p> <p>Proven experience in managing third-party contractors and survey specialists.</p>
<p>Knowledge and Experience</p>	<p>Extensive experience in surveying for damp and mould, and disrepair, with a proven ability to manage complex or high-risk cases.</p> <p>Experience in leading a team of surveyors and third-party contractors, with a focus on improving service standards</p> <p>Proficient in the use of Schedule of Rates, such as NHF, for the preparation and validation of works schedules and relevant legislation (Landlord and Tenant Act 1985, Environmental Protection Act 1990), and compliance standards.</p> <p>Excellent technical ability, with good knowledge of the appropriate quality standards, building regulations and planning requirements.</p> <p>Proven experience of achieving challenging targets and objectives.</p> <p>Experience of sector leading construction related and Compliance software.</p> <p>Good construction knowledge including health and safety legislation, fire safety, and CDM Regulations.</p> <p>Ability to identify building defects and their remedies.</p> <p>Ability to implement change and drive service improvement.</p> <p>Excellent planning, organisational and analytical skills.</p>

	<p>An understanding of Contract Law and procurement framework.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Strong leadership and management skills, with a focus on driving continuous improvement and fostering a high-performing team culture.</p> <p>Excellent technical knowledge of damp and mould, and disrepair issues, with the ability to communicate complex findings effectively.</p> <p>Proactive approach to risk management and service improvement.</p> <p>Strong analytical skills to identify trends and develop strategic action plans.</p> <p>Excellent communication and stakeholder management skills, with the ability to influence both internal teams and external contractors.</p> <p>High level of IT literacy, including the ability to effectively use asset management and compliance software to monitor performance and reporting.</p> <p>Ability to travel across Midland Heart geography.</p>