



Role Profile

Job Title: Disrepair Surveyor	Role Profile Number: OPH85
Grade: Q	Date Prepared: May 2022
Directorate/Group: Operations	Reporting to: Repairs Manager
Structure Chart attached:	No

Job Purpose

The post holder will be responsible for providing specialist professional repair & maintenance expertise by utilising qualified surveying expertise to minimise Swindon Borough Council's liability to housing legal disrepair claims.

Excellent customer service is a prerequisite as tenants who are in the disrepair process may have endured distress. The outcome required is ensuring properties are maintained or returned to the standard and quality required by the Council's policies. The post holder will ensure comprehensive supervision of work delivered by DLO operatives and/or third party contractors, including liaison with repairs managers and supervisors, such that the resolution of the disrepair is effective.

Key Accountabilities

- Have extensive knowledge of the legal process of disrepair and the triggers that would invoke disrepair actions.
- Undertake detailed and as required invasive investigations into the causes of disrepair in residents' homes.
- Have professional expertise and knowledge to provide a building pathology assessment of defects to specify and rectify faults, whilst reducing the Council's liability to legal claims through implementation of risk management and assessment.
- Instruct, guide and direct DLO operatives and /or contractors, and internal stakeholders as necessary.
- Deliver professional surveys; prepare schedules and reports with effective financial appraisals.
- Seek to reflect enhancements to the Repairs service as an outcome of the resolution of disrepair cases.
- Act as the service expert in the use and delivery of devices, aids and instruments for the purpose

- of making assessments and diagnosis of building failures, specifically damp.
- Proactively challenge the recommendations made by Single Joint Experts in order to best represent the Council's interests.
 - Devise and deliver appropriate training to improve professional competence within the Repairs team.
 - To represent Swindon Borough Council as required in court.
 - Play a lead role in case settlement, making informed recommendations to management regarding financial settlements in conjunction with legal colleagues.
 - Deliver financial savings to the council by defending actions and identifying effective innovative repair solutions.
 - Build and manage a professional working relationship with legal colleagues.
 - Ensure compliance with statutory health & safety legislation and in accordance with the Council's responsibilities on all sites where repairs and maintenance is being undertaken in relation to works associated with disrepair.
 - To produce management reports on the status of disrepair cases and maintain appropriate records, that include costs of work, completion timescales, legal costs and the DLO's performance on completing work to contract specifications.
 - Work with surveyors involved in capital and maintenance projects to ensure coordination of design activities and work packages and make recommendations for planned repair work that could prevent a reoccurrence of disrepair in similar situations.
 - Respond to all correspondence and telephone calls from all stakeholders within set timescales with respect to disrepair enquiries.
 - Ensure all works are procured and delivered in accordance with the Swindon Borough Council Financial Regulations. Control costs and report any significant variations to the management team.
 - Ensure a high level of tenant satisfaction is achieved.
 - Manage and authorise work orders, payment certifications and variations including negotiating schedules of rates, resolve invoice disputes and contractual claims and approving payments for completed works.

Supplementary Accountabilities

- Promote locality working
- Promote customer care, equality and diversity best practice
- The post holder must have a passion for seeing that continuous improvement is a constant aspect of the working environment
- Work to agreed performance targets to ensure efficient and effective working practices

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Knowledge & Experience

- Sound knowledge of construction methods
- Proven experience as a disrepair surveyor within a social housing maintenance or asset team
- Understanding of the legal framework relating to disrepair
- Understanding of how to work effectively with non-technical staff, tenants, leaseholders and building users to deliver a customer focused service including provision for diverse needs
- Maintaining good relations with tenants and leaseholders of Council owned property

- Experience of using computer applications including Microsoft Word and Excel
- Knowledge of construction health and safety legislation including the Construction Design and Management regulations
- Knowledge of planning and building regulations
- Knowledge of other relevant legislation and good practice

Qualifications

- A recognised building related qualification to a minimum of HND/HNC level
- A recognised and current accreditation to RICS or MCIQB
- Current driving licence

Decision Making

- Providing solutions to overcome installation issues on certain programmes of work
- Deciding on most cost-effective method for works to be undertaken

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	