



Role Profile

Job Title: Repairs Surveyor	Role Profile Number: SBC_10438
Grade: 9	Date Prepared:
Directorate/Group: Service Delivery	Reporting to: Repairs Manager
Structure Chart attached:	No

Job Purpose

The post holder will be a key contributor to delivering the revenue repairs service to approx. 10,500 tenanted homes, 3,000 garages and 700 corporate and commercial operational Council owned properties.

Key Accountabilities

- Assist in managing day to day repairs in both domestic and commercial buildings and ensuring that the work is carried out to a high quality, represents excellent value for money and achieves a high level of customer satisfaction
- Assist in managing the safety inspection programme to both domestic and commercial operational properties, to ensure they are carried out in accordance to Regulations and in accordance with service standards with respect to quality and timescales, legal obligations.
- Undertake surveys on properties to diagnose gas service faults and identify the most appropriate and effective solution
- Support neighborhood housing officers in diagnosing and dealing with complex technical matters that they may identify
- Raise day to day works orders and any necessary variation orders that are accurate and timely
- Raise follow up works orders, to ensure that systems do not fail, ensuring that these orders are accurate and timely.
- Support neighborhood housing officers when dealing with no access cases for repairs and inspections, assist in providing evidence so that offices can apply to the courts for access.
- Support the Building services team in relation to building services contracts.
- Liaise with contractors to ensure the specified works are clearly communicated and that they are in possession of all necessary information concerning health and safety
- Provide risk assessments on health and safety hazards for contractors and any other visiting staff before work commences.

- Ensure all day to day repairs are carried out in accordance with the latest health and safety regulations and particularly the Construction, Design and Management and Control of Asbestos at Work regulations
- Monitor the carrying out of gas service repair works and the precautions taken by contractors to protect health and safety and ensure that any issues are raised and resolved as appropriate
- Maintain policies and procedures with respect to Regulations, contracts, statutory compliance checks, safety inspections and ensure all certification is up to date.
- Liaise with the capital repairs and maintenance team regarding the referral of planned works
- Assist in the satisfactory resolution of any complaints or legal claims of disrepair received.
- Identify any costs that should be recharged to the tenant or leaseholder including provision of evidence.
- Survey and specify all works related to insurance damage (fire, vandalism and natural disaster etc.) and comply with agreed procedures.
- Undertake Surveys of properties in respect of disrepair claims produce a condition survey report and specify all works relation to the claim and manage the delivery of these works. Act as an expert witness in court in defense of the claim.
- Assist in ensuring expenditure is managed within approved budgets.
- Assist in preparing estimates for repairs, valuing work in progress, negotiating prices for variations and negotiating and resolving contractual claims.
- Respond to any queries or correspondence with respect to complaints and enquiries about service delivery.
- Assist in providing evidence to the Health and Safety Executive, Police and Judiciary in respect of relevant issues and attending Court as a witness on behalf of the Council.
- Assist in ensuring computer records are updated to assist with business planning
- Assist in ensuring services are efficient, continually improving and responsive to customers' changing needs.
- Provide cover for other inspectors or surveyors as required.
- Provide Cover for Mangers if required.
- Undertake any other duties that can be accommodated within the grading level of the post.

Supplementary Accountabilities

- Liaise with day to day repairs service users as required including attending meetings
- Liaise with estates management with regards to no access cases for Gas Safety inspections, providing suitable reports that can shared with Estates management and working groups.
- Attend meetings with tenants, leaseholders and building users as requested and provide advice as necessary
- Work to agreed performance targets to ensure efficient and effective working practices
- Supervise and provide training/induction to new staff, work placements or agency staff.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- Promote equality and diversity best practice in all areas of work

- Ensure any identified personal training needs are discussed with your line manager including being appraised in accordance with the Council's development and appraisal scheme.
- Work in accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 including taking reasonable care so as not to endanger yourself or other persons whilst at work. You must also cooperate with the Council to enable it to comply with its statutory duties for health and safety.
- Work in accordance with training or instructions given, making proper use of any personal protective equipment provided and informing your manager of any hazardous situations or risks of which you are aware. Ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Participate in continuous professional development

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- 2-years' experience of building surveying and inspection, including contract administration
- Knowledge of construction methods
- Knowledge of building faults including their diagnosis and appropriate remedial measures.
- Understanding of the legal framework relating to disrepair
- Understanding of how to work effectively with non-technical staff, tenants, leaseholders and building users and delivering a customer focused service including providing for diverse needs
- 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

- Higher National Certificate or equivalent
- Current driving licence

Decision Making

- Diagnosing repairs and recommending repair solutions
- Deciding on most cost effective repair to be carried out
- Approving expenditure on day to day repairs

Creativity and Innovation

- Identifying and introducing service improvements
- Flexibility in delivering the repairs service

- Producing communication presentations and articles

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 40,000 repairs and inspections <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Technical support and administration. • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>No</p> <p>Council owned property</p>
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Maintaining good relations with tenants and leaseholders of Council owned property
- Working in a collaborative manner with premises managers of operational Council owned property and tenant and leaseholder representative groups to help solve complex property challenges
- Giving specialist and general property advice to local Councillors and Members of Parliament

Other Key Features of the role *(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)*

- Telephone and face to face dealings with tenants and leaseholders who are complaining about poor service delivery
- Ability to make site visits to inspect building premises throughout the Borough

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