



**SWINDON**  
BOROUGH COUNCIL

## ROLE PROFILE

<b>Title:</b>	Repairs Surveyor		
<b>Career Family:</b>	Operations and Infrastructure	<b>Date:</b>	November 2024
<b>Career Family Level:</b>	7	<b>Reference:</b>	SBC_12295
<b>Reports to (Job Title):</b>	Repairs Manager		

### Purpose:

You will deliver a first-class, right-first-time repairs and compliance service for our customers, working in our homes, corporate buildings, and out in our communities. Through your technical expertise and accredited qualifications, you will ensure that surveying activity leading onto necessary repairs are carried out in line with industry standards and best practices, ensuring our properties remain in excellent condition and our customers receive the highest level of service.

### Accountabilities:

- Conduct regular condition/building surveys to identify repair and maintenance needs.
- Prioritise repair requests based on urgency and impact, using defect diagnosis techniques and a risk-based approach
- Oversee the work of contractors and maintenance teams, ensuring compliance with building regulations and health and safety standards.
- Maintain accurate records of all inspections, repairs, and maintenance activities using PDA's/Digital forms
- Liaise with residents to communicate repair schedules and address concerns, ensuring minimal disruption.
- Handle resident complaints and resolve issues related to repairs and maintenance efficiently.
- Monitor the quality of repair work to ensure it meets industry standards and specifications.
- Conduct follow-up inspections to verify the completion and quality of repairs, quantifying and valuing where required
- Provide technical advice on building pathology, including diagnosing and treating issues like damp and mould.
- Educate residents on preventive measures, such as improving ventilation and heating practices in relation to damp and mould.

- Identify opportunities for improving repair processes and procedures, implementing best practices and sustainability initiatives.
- Participate in training programs to stay updated on industry best practices and new technologies.
- Train apprentices and other trainees, providing feedback to supervisory staff.
- Conduct risk assessments and implement measures to mitigate potential hazards.
- Ensure all work is carried out in accordance with current health and safety regulations and internal policies.
- Collaborate with other departments to ensure a coordinated approach to property maintenance.
- Manage relationships with external contractors and suppliers to ensure effective repair solutions.
- Diagnose and address disrepair issues, liaising with legal teams for documentation and support.
- Specify appropriate work packages based on a broad knowledge of building pathology and work practices
- Any other duties and/or accountabilities commensurate with the roles seniority to meet the needs of residents, through the application of relevant knowledge, skills and experience within the specialism of the role.

#### **Professional**

- To maintain the required membership of the competent person scheme in relation to the technical discipline, participating in on going assessment of competencies if required.
- Consciously aware of sector and industry developments, maintains and actively participates in continual professional developments

#### **Context and Dimensions:**

1. The post holder is responsible for instructing/commissioning repair activity on a job by job basis valued up to £20k
2. Working Environment:
  - Outside and internal works – working in all weather conditions
  - Hazardous conditions will exist at times
  - Responding to emergency situations places emotional demands on the post holder
  - Working in confined spaces, i.e. kneeling and crouching and working at high and low levels.
  - Ability to undertake potentially strenuous and physically demanding tasks
3. Potential Risks:
  - Potential exists for aggression and risk of injury,
  - The job occasionally places intense emotional demands on the jobholder, when enforcing the approved policies and procedures
  - Lone working.

#### 4. Decision Making:

- The Post-holder has a direct responsibility for making decisions, which will affect the future well-being of individuals, the service offered to customers, enforcing policy, and decisions resulting or affecting the compliance position of The Council.
- The Post-holder will be the sole decision maker in determining if a property is in a habitable condition, free from serious defects. Recommending decants/home loss where appropriate.

#### Values and Behaviours:

Our organisational values express what is important to us, our ethics, ideals and the principles upon which we place significant worth. These values drive our choices, decisions and behaviours:

**At Swindon we do what really matters;** We love 'our' Swindon. We want the best for it. We turn up each and every day to have impact, a place and people to be proud of.

**At Swindon we do things right;** We are accountable to our residents and ourselves to make the best decisions we can, to try new things to make Swindon thrive now and in the future.

**At Swindon we make it happen together;** We work together, with our communities, across the Council and with our partners to get the best we can collectively for Swindon.

Working in accordance to our values we aim to achieve excellence in our behaviours – to get the best for Swindon Borough and us. Our behaviour framework builds on our values and provides examples for each of us of what this means in practice.

#### Delivering Performance and Results

- Being determined to achieve our outcomes by committing to the highest standards of individual and collective performance.
- Holding purposeful conversations which challenge, recognise contribution, giving and receiving relevant feedback.
- Being responsible for delivering my results. Results that contribute to the wider outcomes for Swindon Borough

#### Collaborating and Innovating

- Taking a Swindon wide view. Understanding the impact of the political landscape for our organisation.
- Looking for appropriate opportunities to work internally and externally in partnership to find new and sustainable ways to do things.
- Being bold, willing to learn in order to meet the needs of our residents.
- Being proactive and accountable – making a difference.

#### Leading Self and Others

- Acting in a fair, ethical and authentic way, demonstrating mutual respect and treating one another as professionals.
- Fostering trust, developing ability and accountability.
- Developing the conditions for ourselves and others to thrive to create a one team spirit that we are proud of.

## PERSON SPECIFICATION

Qualifications:	Essential or Desirable
<ol style="list-style-type: none"> <li>1. Relevant building surveying degree and/or equivalent qualification and/or equivalent demonstratable experience</li> <li>2. Full driving licence</li> <li>3. Asbestos awareness training Regulation 10 (COAR2006)</li> <li>4. SMSTS and/or equivalent qualification</li> </ol>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>
Knowledge and Experience:	
<ol style="list-style-type: none"> <li>1. Hold a trade qualification</li> <li>2. A detailed understanding of UK building regulations, construction methods, and materials.</li> <li>3. To have knowledge of all building crafts and building pathology</li> <li>4. Knowledge of health and safety regulations related to construction and building maintenance.</li> <li>5. Experience of 'lone' building surveying in a relevant sector</li> </ol>	<p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>
Aptitudes, Skills and Competencies:	
<ol style="list-style-type: none"> <li>6. Analytical skills, with an understanding of the theoretical nature of the work they are undertaking, with the ability to draw conclusions and present recommendations.</li> <li>7. Ability to work autonomously to plan, organise and control works/site-based activities, including labour, plant and materials.</li> <li>8. Ability to communicate effectively and cause understanding in others, drawing on technical and specialist knowledge to develop recommendations and guidance.</li> <li>9. Ability to work often independently within a framework of systems/procedures.</li> </ol>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>

<b>Special Conditions of Recruitment:</b>	
NA	/

<b>Version History:</b>	<b>Person</b>
1. V created	