



## Role Profile

Role title	<b>Maintenance Surveyor (Midlands)</b>	Directorate	Property Services & Asset Management
Level	<i>Staff Member</i>	Department	Regional Property Services

Accountable to	Maintenance Manager
Accountable for:	N/A Number of direct reports - 0 Number within the team/department - 0
Financial:	Estimated budget – N/A

### **Job purpose:**

The primary function of the role is to provide a responsive repair and void surveying service for Optivo.

To ensure that all Optivo properties owned and managed properties are maintained to the highest possible standards and that all statutory and regulatory requirements are met.

To ensure staff, residents, leaseholders, managing agencies and property owners are provided with a high standard of service.

To ensure that all designated health & safety inspection programmes for communal areas, playgrounds, estates and street properties are actioned & correctly recorded.

To ensure the estate service standards are met or exceeded.

### **Principal accountabilities:**

1	To undertake the management of responsive repairs including taking corrective action where necessary and report regularly to the Senior Maintenance Surveyor on progress.
2	To analyse and assess building defects, provide remedial proposals and prepare specifications for remedial repairs. To ensure that specifications are up to date and meet current legislative standards.
3	To obtain where necessary quotations and estimates, in accordance with our procurement procedures.
4	To maintain communication and consultation to the highest possible standards of customer care with all stakeholders.

5	To ensure work is carried out within the budgets and value for money is achieved, by monitoring and reporting on performance.
6	To continuously identify ways of delivering the service in a more efficient and effective way. To suggest improvements procedure, processes and quality control.
7	To provide advice to other staff, both technical and non-technical, on construction and building related matters. This is to include desktop reviews of drawings and specifications for new developments to advise Property Soft Landings team members of issues to be resolved.
8	Monitor the performance of contractors and consultants and provide reports to the Senior Maintenance Surveyor.
9	Carry out post inspection/quality control checks on works and pursue any necessary redress to achieve satisfactory completion
10	Carry out H&S spot checks and monitor contractors and ensure contractors are working safely and complying with all relevant Health & Safety risk assessments and method statements.
11	To manage complaints through the complaints process, receiving, taking ownership and providing written responses as required.
12	Undertake the role of lead officer for responsive repair and void works and follow the Optivo contract management framework.
13	To monitor and keep accurate records of progress on site, including a record of any variations, snagging and health and safety records. Accurately update Orchard and APEX on the progress of all jobs. Accurately record and acknowledge all customer contacts, complaint details, actions and learning points on CRM.
14	Promote and encourage customers to verify and self-serve on our customer portal and mobile app.
15	Embrace and promote Optivo culture, C.O.R.E. values and behaviours, helping create an environment, which is supportive, and a place where it's enjoyable to work.
16	Responsible for carrying out all designated health & safety inspection programmes for communal areas, playgrounds, estates and street properties. These are to be correctly recorded and identified risks actioned.
17	Ensures sites are regularly inspected to check workmanship and standards of construction comply with quality controls and are compliant with the agreed materials, contract conditions, current legislation and are defect free.

**Relationships:**

- Head of Property Services (Midlands)
- Maintenance Manager
- Office & Program Manager
- Team Assistant
- Operations (Housing Management)
- Project Surveyors
- Contractors
- Direct Services
- Residents
- Response
- Procurement
- Corporate Health & Safety team
- All business departments

**Person specification:**

**Knowledge, skills and abilities:**

1

**Knowledge/Experience:****Essential**

- At least 2 years' experience as a building surveyor in a maintenance environment carrying out pre and post inspections
- Experience of working with contractors using SOR and non SOR contracts.
- Effective communication skills, both orally and in writing.
- Ability to produce detailed specifications of work
- A competent knowledge of relevant and current, codes of practice, building regulations, health and safety legislation, standards and materials
- An in depth knowledge of construction and design and construction related defects and how to avoid them
- Knowledge of procurement law and different forms of contract
- Knowledge of contract management
- Good IT skills ability to use mobile technology

**Desirable**

- Membership of RICS, CIOB or similar professional organisation is desirable but not essential.
- Experience of working with a direct labour force

2

**Skills**

- Excellent communication skills, ability to communicate clearly and effectively both orally and in written reports.
- Ability to use the appropriate IT tools to produce reports, documents, emails, including using Excel and Word to compile reports for different audiences.
- Can communicate answers and solutions confidently to customers/colleagues face to face, by phone and by writing in customer friendly language
- Strong negotiating and influencing skills, be persuasive and diplomatic while remaining independent
- Organised and methodical approach to work
- Be attentive to detail when writing specifications, checking work and materials
- Strong contract management skills
- Budget management and controls

3

**Abilities**

- Able to give/receive feedback in a constructive manner
- Can empathise with customers and listen carefully
- Able to analyse data to identify trends and priorities
- Able to work with minimal supervision and confident using own initiative.
- Self-motivated with high energy and enthusiasm
- Pragmatic, creative approach to problem solving, can quickly identify and evaluate problems to reach a solution
- Able to manage a flexible and demanding workload to meet agreed targets and deadlines.
- Decisive and can distinguish when to be flexible and when to be firm.
- Ability to undertake site visits, which may include working at heights/use of ladders etc.

- |  |
|--|
| <ul style="list-style-type: none"><li>• Ability to establish appropriate working relationships with the contractors and other staff</li><li>• Understanding principles and practice of equality and customer care in delivering effective services. Commitment to providing a high quality service to all customers.</li><li>• Have good judgement, to decide when to insist on corrections, when to persuade or negotiate, and when to compromise</li></ul> |
| <b><u>Behavioural competencies:</u></b>  |

**Behavioural competencies:**

**Further relevant information**

Travel between sites will be a requirement for this role. Hold a full driving licence with access to own vehicle (Essential).

DBS Safeguarding clearances are required for this role.

There may be a requirement to attend meetings and other activities outside of normal working hours.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity, Procurement, Data Quality & Assurance, Safeguarding, Value for money.

No Job description can cover every issue which may arise within the job at various times and the job holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Date: 29 June 2018