

Building Surveyor

What will you do at CDS and how does that link to our purpose?

You will offer a resolution-focused surveying service, providing excellent customer service at every stage to enhance our reputation as a good landlord.

You will deliver a high level, comprehensive technical surveying function incorporating diagnosis, specification, commissioning, supervision and communication in order to maximise effectiveness and financial performance and to provide excellent customer service to residents and internal stakeholders with an emphasis on quickly and effectively resolving complex repairs or voids.

What difference will you make?

- Resident satisfaction with our repairs service and with the quality of their home will improve
- Complex repairs problems will be progressed quickly and will achieve a good outcome
- The confidence of relevant staff to raise and manage repairs and voids will increase
- Longstanding property problems will be resolved before becoming legal disrepair claims
- Internal and external stakeholders will always know what is happening with projects that impact them and will be actively involved in the development of plans

We will look to you to

- Identify and accurately diagnose complex repairs for occupied and void properties, ensuring works are completed quickly and effectively to prevent unnecessary financial loss to CDS
- Undertake inspections, write accurate specifications and detailed reports and serve as the expert witness in any potential or actual court action, including disrepair claims
- Devise and recommend cost-effective solutions to complex and nonstandard repairs issues, ensuring affected residents have a say in decisions that impact them
- Provide technical advice and assistance to non-technical members of staff, including advice about variations, replacements and value for money
- Promote increased knowledge and confidence of non-technical staff, whilst offering support to those that need additional help
- Identify existing and potential future maintenance issues, including immediate repair problems and items to be included in future work programmes. Identify high-cost voids and repairs and advise on the need for capitalisation of repairs and alternative repairs strategies
- Maintain relevant quality assurance systems, including creating procedures, as appropriate
- Organise and carry out site visits to monitor contractors' work, ensuring standards are to the highest quality
- Visit site or provide remote support, as appropriate, to build Housing Officers' skill and confidence to specify void works to bring our properties up to our lettable standard
- Maintain updated records, providing monthly statistical and qualitative information about performance indicators and progress against targets and budgets
- Effectively address issues with unacceptable contractor performance or behaviour in line with our organisational values
- Embed our organisational values into every aspect of your work, particularly ensuring you are fair, reliable and acting with integrity
- Ensure your professional knowledge is up to date, including new or likely statutory or regulatory building safety requirements

You will definitely bring

- Relevant professional qualifications, preferably RICS or CIOB membership
- A strong sense of ownership and responsibility for your work and a commitment to collaborative working with colleagues, suppliers and residents
- Previous experience as a building surveyor
- Good working knowledge and experience of contract management
- Experience producing technical reports, appraisals, measurements, costings and estimates and other information, as required, in line with statutory, regulatory and policy requirements
- Evidence of excellent customer service skills and a commitment to work in line with our organisational values of being fair, reliable and acting with integrity
- Experience and ability to use MS Office (word-processing, spreadsheets, databases) in the context of the role and comfort maintaining electronic records and communicating using a variety of methods, including electronically
- An understanding of the needs of older, disabled and vulnerable individuals and households
- A commitment to seeking customer views and using them, in conjunction with technical knowledge and budget awareness, to inform your recommendations and advice
- Full and current UK driving license and regular access to a vehicle

You will be a star performer in this role if you

- Always take time to really understand what is important to all residents affected by your work and look for ways to accommodate resident needs and preference in line with policy
- Have clear knowledge of current issues affecting social housing
- Have good numeracy and communication skills and have experience creating accurate, professional and useful reports
- Are a great team player and love to share your knowledge with others to build their skills
- Are well-organised and like to largely manage your own work and schedule
- Keenly understand risk and use your skills to keep our properties and residents safe
- Are highly productive and thrive in a fast-paced and demanding role
- Relish the opportunity to think creatively about how to solve building problems in ways that meet resident desires and fit within budget

This probably isn't your dream job if you

- Work best when you get to complete one project or task before starting another
- Feel better when you can check your work or advice with your manager before proceeding
- Think of the people affected by property problems as an afterthought or inconvenience
- Prefer to execute your own ideas and get annoyed by having to integrate others' views
- Don't take feedback or instruction well

You will be responsible for....

This role has no management responsibilities

You will get support from....

Planned Works Project Manager

What we offer:

Salary: £35,500 - £39,500 p.a.
plus, up to 10% bonus

Other Benefits:

- Contributory pension scheme (Social Housing Pension Scheme up to 10% of salary matched)
- 28 days annual leave (3 fixed, & statutory bank holidays)
- Health cash plan (non-contributory)
- Employee perks system (Perkbox)