

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT **Housing and Safer Communities** **POSTHOLDER**

SECTION **Repairs and Investment** **GRADE PO3**

POST DESIGNATION (TITLE) **Building Maintenance Surveyor**

Purpose of Job:

To be responsible to Quality and Performance Manager for:

- i) To ensure that responsive repairs are carried out to a high standard in accordance with specification and high residents' satisfaction.
- ii) To ensure that new build handovers are free of defects and completed to a high standard.
- iii) To ensure that fibre optic broadband and mobile phone mast installation works to the housing stock are completed to high quality and fire safety standard.
- iv) To work closely with key stakeholders, including Residents Groups, Members and key partners and manage customer satisfaction to high standards.
- v) To deputise for the Quality and Performance manager as required.

Manages up to 7 consultants and contractors.

Main Duties:

- 1) Carryout post inspection of responsive repairs works to ensure work conforms to specification, health and safety standards and contract condition.
- 2) Supervise contractors and consultants on site to ensure effective and efficient delivery of strategic asset management services.
- 3) Liaise with colleagues in Repairs and Investment, other Housing and Council departments to ensure effective procurement and delivery of all Programmes.
- 4) Contribute/ lead on ensuring the service delivers against the R&I business objectives, and achieves its Key Performance Indicators, and efficiency and productivity metrics.

- 5) Validate invoices for completed works to ensure efficiency, budget monitoring and value for money for repairs and planned works.
- 6) Carryout site inspection with a view to preparing specification and scope of works; liaise with residents and their representatives and others as necessary to arrange access and advise on progress.
- 7) Work with the Head of Customer Experience and other R&I teams to improve resident experience of the service, looking at strategies and best practice across the sector and more broadly, to help drive positive customer sentiment and achieve high levels of customer satisfaction.
- 8) Work with the Head of Customer Experience to ensure excellent communication with residents and key stakeholders to promote the service and support high levels of awareness and good customer engagement.
- 9) To advise tenants and leaseholders on alterations and improvements, approving proposals, setting conditions and taking account of landlord obligations.
- 10) To attend court on behalf of the Council on property matters and act as an expert witness when necessary.
- 11) Ensure compliance with Council processes and procedures and ensure adherence to Council Standing Orders, statutory and other regulatory requirements.
- 12) Prepare reports and briefings on property related matters for internal and external purposes, and represent the service at all levels, including attendance at Committees and Panels as required.
- 13) Contribute/ lead on developing and maintaining a comprehensive suite of policies, processes and procedures that support efficient, productive and customer focussed delivery.
- 14) Respond to correspondence, members enquiries and complaints, liaising with tenants, members and other Council departments as appropriate.
- 15) Contribute/ lead on carrying out stock condition survey, updating the system with the condition of key components and validating stock condition survey data.
- 16) Carry out site visits to assess necessary works including garage refurbishment or ensure delivery of high quality work and high residents satisfaction.
- 17) Contribute/ lead on monitoring risks and Health and Safety issues in relation to responsive repairs, planned and capital works programme
- 18) Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

19) Carry out duties with due regard to the council's customer care, equal opportunities, information governance, data protection/GDPR and health and safety policies and procedures.

20) Undertake any other duties commensurate with the general level of responsibility of this post.

21) To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

Designation of the Post to which the Post-Holder normally reports to: Quality and Performance Manager



Person Specification

Job Title	Building Maintenance Surveyor
Grade	PO3
Service/Section	Repairs and Investment
Directorate	Housing and Safer Communities

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
• Educated to HND level or equivalent relevant experience. <i>AF</i>	E
• Good understanding of all relevant health and safety legislation in relation to responsive repairs and planned works. <i>AF//</i>	E
• Extensive knowledge of general building defects, damp and planned preventative works. <i>AF//</i>	E
Skills and Abilities	
• Ability to interpret plans, complex legislation, regulations and legal documents in relation to construction and building maintenance. <i>AF//</i>	E
• Ability to undertake site survey work, prepare technical reports and budget estimates. <i>AF//</i>	E
• Excellent verbal and written communication skills, including the capacity to write reports and to communicate with a variety of audiences. <i>AF//</i>	E

<ul style="list-style-type: none"> • Knowledge and practical experience of using IT as an operational, analytical and management tool to deliver responsive repairs and planned work <i>AF//</i> 	E
Experience	
<ul style="list-style-type: none"> • Experience of delivering responsive repairs, planned, preventative and capital works programme in a pressurized environment. <i>AF//</i> 	D
<ul style="list-style-type: none"> • Experience of monitoring risks and Health and Safety in relation to responsive repairs, planned and capital works programme. <i>AF//</i> 	E
<ul style="list-style-type: none"> • Experience of working collaboratively and in consultation with different department to develop and deliver service improvements and improve communication. <i>AF//</i> 	D
<ul style="list-style-type: none"> • Experience of working with residents and a range of stakeholders including local councillors in a politicised environment. <i>AF</i> 	D
Equal Opportunities	
<p>Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post. <i>AF//</i></p>	E