

JOB DESCRIPTION

Job Title	Repairs Surveyor		
Directorate	Community, Place & Economy		
Reporting to	Maintenance Manager		
Grade	10		
Evaluation ref:	LGR0136	Job Family Ref:	CCT
Role purpose			
Carry out specialist property maintenance surveys to mitigate the risk to the Council from housing legal disrepair claims, delivering specialist professional expertise, knowledge and deliver building pathology assessments of defects and specify and quality check works required to rectify faults in line with legislation and Best Practice.			
Responsibilities			
Provide specialist advice on selection and appointment of specialist remedial contractors, e.g. damp and mould and structural experts.			
Undertake professional building pathology surveys; prepare schedules of work and tender reports with effective financial appraisals, providing recommendations on forms of contract and specific clauses.			
Develop and implement processes which reduce the Council's liability to legal disrepair claims.			
Liaise with residents when undertaking surveys and monitoring works undertaken in their homes, ensuring they are kept informed on what works are to be undertaken and how this will remedy faults, programmes and how the works will be carried out to minimise disruption and consider user's needs.			
Manage maintenance contracts by the Council's in-house operational workforce and external contractors to ensure required works are undertaken safely, to the required specification and remedy identified building failures.			
Represent the Council in disrepair court cases, including attendance in court to give evidence, leading in case settlement and making informed recommendations regarding financial settlements in conjunction with legal advice.			
Produce management information on the status of disrepair cases and maintain appropriate records including updating related databases.			
Ensure consultation requirements are met for leaseholders and tenants, including for party wall matters, etc. as required to enable necessary remedial works to be undertaken.			

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Support on internal and external maintenance audits and ensure approved recommendations are implemented effectively within agreed timescales.

Impact

Provide a disrepair service to tenants and leaseholders, ensuring properties are maintained at the standard and quality required by the Council's policies.

Support subject service requests and complaints, attend and present at resident group meetings.

Ensure delivery of required projects for which they are responsible within budget, quality and programme.

Contribute to strategic and operational risk management activities.

Deputise for the Senior Repairs Surveyor as required.

Identify improvements to processes and systems to ensure the effective and efficient provision of the service to meet customer need.

Assist in producing policy and procedure documents for disrepair related matters.

Develop and maintain effective client arrangements with Legal service providers to ensure delivery of an effective and co-ordinated service.

Make recommendations for future planned maintenance programmes that could prevent a reoccurrence of disrepair.

Ensure all responsibilities are carried out in accordance with current Legislation, Government Policy, Regulatory Requirements, approved Codes of Practice and guidance and align with the Council's Corporate Plan, Business Plans and Service Plans.

Knowledge / Experience / Skills

Knowledge	Essential	Desirable	
Understand the principles of data protection.	✓		
Principles of good customer service.	✓		
Knowledge and understanding of Health and Safety legislation and requirements.	✓		
Detailed and up-to-date knowledge of all property related statutory responsibilities, Government Policy, Regulatory Requirements, approved Codes of Practice and guidance.	✓		
Sound working knowledge of the Building Regulations.	✓		

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Demonstrable knowledge and understanding of equality issues and legislation.		✓	
Experience			
A demonstrable track record and consistent achievement at professional level within an organisation of comparable scope and complexity.	✓		
Significant experience in undertaking property related building pathology surveys.	✓		
Relevant local government experience and understanding of the whole local government sector and its current challenges.		✓	
Social Housing experience or good working knowledge of the sector.		✓	
Experience with working with elected members, or in a political environment.		✓	
Qualifications / Registrations / Certifications			
A level or equivalent qualification and relevant surveying/construction professional qualification or experience.	✓		
Evidence of continuing development of professional and managerial skills, e.g. through training, qualification and/or experience.	✓		
Health and Safety qualification		✓	
Membership of a relevant professional body		✓	
Qualified to degree level or equivalent in a construction or related field, or relevant experience	✓		
Skills			
Competent in the use of Microsoft Office.	✓		
Political sensitivity and commitment to public service ethos.	✓		
Flexibility and ability to multi-task.	✓		
High level of accuracy and attention to detail.	✓		
Problem solving & decision making.	✓		
Ability to lead, motivate, enthuse, inform and develop others to improve capability levels within the team.		✓	
Able to demonstrate a strategic thinking capacity and be pro-active in developing and implementing continuous improvements across the service.		✓	

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Excellent interpersonal and communication skills demonstrating the ability to consult, influence and negotiate with a wide range of people (e.g. public and partners) both inside and outside of the Council.	✓		
Working Conditions			
<p>Regular travel in the Somerset area.</p> <p>Working inside tenants' homes. Conditions can be poor, depending on the reason for visit and may encounter working in confined spaces or at height.</p> <p>A significant part of the role involves working away from the office in all weathers when safe to do so. The types of building will vary from flats, houses, sheltered housing schemes, offices, depots and municipal buildings.</p> <p>Conditions of some of the housing stock can present an unpleasant experience with cleanliness, aggressive tenants, drug paraphernalia, furnishings, pets etc.</p> <p>Lone and team working a necessity of the role.</p> <p>Exposure to unpleasant or hazardous environmental working conditions.</p>			
Working Arrangements			
<p>Assist in responding to emergencies, on occasion during unsocial hours and participate in a rota to provide response cover.</p> <p>Attend meetings with the Council and other organisations, including public groups as required, sometimes outside normal office hours.</p>			
Corporate Responsibilities			
<p>Ensure compliance with all relevant legislation, organisational policy and professional codes of conduct to uphold standards of best practise.</p> <p>Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>			

Date: July 2024