

## JOB DESCRIPTION

<b>Job title:</b>	Contract Surveyor
<b>Team:</b>	Assets & Development
<b>Responsible to:</b>	Operations Delivery Lead
<b>Responsible for:</b>	N/A

1	<b>Main Purpose of Job</b>
1.1	To assist the Operations Delivery Lead with the delivery of a high quality, customer focussed responsive maintenance, and empty home refurbishment service whilst ensuring expenditure is kept within budgets.
2	<b>Key objectives and tasks</b>
	To assist in the management and development of the Joint Venture (JV) Partnership Team, in particularly Avela Home Service, in order to maximise; customer satisfaction, operational performance, service efficiency and value for all business stakeholders
2.1	Develop and prepare specifications and schedules of work for services/projects and support the delivery of services on site with partner contractors in compliance with SLH Financial Regulations.
2.2	Ensure the delivery, effective monitoring and supervision of repairs to SLH stock both tenanted and void.
2.3	Provide support and technical information across the partnership team including Avela Home Service, The Hub and Neighbourhood Management teams in relation to repairs/technical issues.
2.4	To attend and represent SLH at all programme site meetings.
2.5	To carry out quality checks to ensure that repair and void standards are being adhered to and that contractors are monitored appropriately.
2.6	To carry out surveys and inspections to customers' homes and provide the necessary reports/information to respond to complaints or disrepair claims.
2.5	Carry out all duties with due regard to the provisions of Health and Safety Legislation and CDM regulations and ensure all partner contractors remain equally compliant.
2.6	Ensure asset management databases are kept up to date and reflect the completion of responsive and planned programme works.
2.7	Monitor and report on performance against targets as required for all responsive maintenance and empty home functions
2.8	Ensure works orders and contracts are issued and approved in line with Financial Regulations.
2.9	Assist with the development, implementation and review of policies and procedures to enhance service delivery and outcomes.
2.10	Ensure accurate information and advice is given to customers, keeping up to date with policy and procedures and within legislative requirements. To assist with the dealing of both formal and informal complaints and disrepair claims.
3	<b>General Terms &amp; Conditions</b>
3.1	Meet performance management targets and support the delivery and achievement of corporate objectives
3.2	Undertake other tasks and duties within the scope and grade of the post.
3.3	Carry out all duties with due regard to the provisions of Health and Safety Legislation
3.4	Be prepared to work flexibly outside normal office hours.
3.5	To be aware of SLH safeguarding policy and to take responsibility to act as an alerter.
3.6	Agree to act in accordance and actively promote SLH's Equality & Diversity commitments in all areas of work.

3.7	To support a collaborative approach towards resolving complaints, working with colleagues across teams and departments to help identify, record and respond to complaints and identify and embed learning.
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The contents of this job description are not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to take account of changes and developments in service requirements.

<b>I agree to abide by the terms of this job description</b>	
<b>Signed</b>	
<b>Print Name</b>	
<b>Date</b>	

## Person Specification

		Desirable/ Essential	Method of Assessment
<b>Qualification</b>	HNC in Building Surveying or equivalent experience	E	SS/CV
	Degree level education or equivalent through relevant training and experience in construction/housing/building related discipline	D	SS/CV
	Member of IBE, RICS, CIOB	D	SS/CV/I
<b>Experience</b>	Experience of Project or Contract Management of large-scale programme works	D	SS
	Proven experience of operating within a partnership environment	D	SS
	Experience of controlling budgets	D	SS
	Experience of working within the social housing property and investment sector.	E	SS/CV/I
	Can demonstrate commercial and business acumen	E	I
<b>Knowledge</b>	Knowledge of Construction Design Management Regulations 2015	E	SS/I
	Knowledge of National Housing Federation Schedule of Rates	D	SS
	Knowledge of housing management and stock condition IT systems	E	SS
<b>Personal qualities</b>	Willing to develop skills through training and self-development	E	SS/I
	Excellent organisational skills	E	I
	Ability to communicate technical information effectively to technical, non-technical, internal and external stakeholders.	E	I
<b>Other</b>	The ability to work outside normal office hours on an occasional basis and a willingness to respond to occasional out of hours emergency calls	E	SS
	Full drivers licence valid for the UK or ability to attend appointments where required.	E	SS

**SS = Supporting Statement**

**CL= Cover Letter**

**I = Interview**