**PROVIDENCE ROW HOUSING ASSOCIAITON**

**Job Description**

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| Job Title: | Maintenance Surveyor |
| Department : | Property Services |
| Reporting To: | Head of Property Services |
| Direct Reports | None currently |
| Out of Hours | To provide an out of hours on call service on occasion as requested & required. |
| Job Purpose | To inspect PRHA’s buildings, specify, supervise and sign off contractor works.  To oversee the standards of work by contractors/ operatives including major, cyclical and other works/ repairs programmes, to project manage programmes and ensure budget compliance. |

**Main duties**

1. Apply professional and technical knowledge to ensure that works programmes and responsive repairs are cost effective and of a high standard.
2. To provide technical support and advice to the Property Services Department.
3. To manage and supervise contracts for responsive repairs, major /cyclical works and servicing to ensure contractual compliance.
4. To inspect & survey PRHA properties, including the preparation of detailed reports, specifications, cost estimates and drawings where necessary.
5. To deal promptly and in a timely manner with all Environmental Health, fire notices or complaints from statutory authorities in liaison with the Head of Property Services.
6. To ensure effective communication with all internal and external stakeholders – including contractors, service managers, residents and external inspectors/auditors.
7. To contribute to the resolution of residents’ concerns, complaints and enquiries in liaison with the Senior Property Services Administrator to ensure effective communication, resolution and customer satisfaction.
8. To ensure that comprehensive records are kept of all works and inspections.
9. To represent the Association at contractor meetings, stakeholder meetings and resident meetings as required.
10. To liaise with and take advice from PRHA’s Insurance company when required.
11. To lead on property related emergency situations to ensure swift and appropriate resolution. To conduct fire/flood impact damage inspections as required, complete insurance reports, specify works – liaise with the Head of Property Services to identify trends/underlying causes.
12. To provide out of hours cover on an ad hoc basis and attend, when required, meetings outside of normal working hours with stakeholder groups and individuals.
13. To provide cover for the Senior Property Services Administrator as required.
14. Any other duties as required from time to time to ensure the provision of good quality, compliant services and on occasions may require working late or outside of usual working hours where time off in lieu will be available.

**Health and Safety:**

The post holder must comply with the Association’s Health and Safety and Fire Safety Policies and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must cooperate with management in all respects for the full implementation of the Health and Safety/Fire Safety Policy.

Person Specification: Maintenance Surveyor

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| **Requirements** | **Essential** |
| Education & Qualifications | 1) RICS building surveyor or CIOB or equivalent or minimum of HNC or above in Building Studies |
| Experience  (3-5 years +) | 2) Extensive senior experience in housing maintenance  3) Experience of managing the work of contractors and consultants |
| Knowledge | 4) Legal and Regulatory framework for Building construction and maintenance including fire safety & health and safety. |
| Skills and Abilities | 5) Sound judgement in relation to property matters  6) Negotiation skills  7) Good interpersonal skills including: clear & effective communication, diplomacy, confidentiality and careful listening.  8) Ability to write clear and concise specifications & property reports recommending a course of action.  9) Ability to use Microsoft office – in particular Outlook, Excel, Word to an intermediate level  10) Able to work independently whilst maintaining accountability and effective communications.  11) Willing to work flexibly in order to meet deadlines  12) Well organised, copes well under pressure, takes ownership, proactive, solution focused  13) Ability to set and manage budgets – to schedule works in accordance with financial parameters. |
| Other | 14) Willing to provide out of hours on call support when necessary.  15) Willing to undertake a DBS check |
| Personal Qualities | 16) Ability to demonstrate an understanding of, and commitment to equal opportunities and Health and Safety in all aspects of the Association’s work. |