



Job Description

The Role:	Property Surveyor
Department:	Surveyors
Responsible to:	Lead Property Surveyor
Salary:	Up to £33,919 per annum plus car allowance
Purpose:	<p>To undertake surveys of North Devon Homes' properties for a range of purposes for example stock condition, HHSRS, asbestos re-inspection, works quality audits, void inspections, energy assessments and any other property related surveying function as required.</p> <p>To effectively diagnose repair issues and building defects to ensure that a cost-effective repair is undertaken within a timely manner. This includes managing customer expectations and keeping them informed through the process in a customer focussed approach.</p> <p>To provide support to a range of contracts to ensure that they are carried out in compliance with our procedures, monitoring progress of works and health & safety compliance, monitoring performance and ensuring that all works are appropriate, signed off and deliver value for money as intended.</p>

Key Responsibilities:

- To undertake a range of surveys to the appropriate quality as required by the needs of the business ensuring that the data is accurate and updated on our databases. This includes but is not limited to stock condition, fire risk assessments, HHSRS, asbestos reinspection, energy ratings, works quality audits, void inspections.
- To undertake work in a planned and cost effective manner, meeting required targets in performance for delivery and operating within financial responsibilities as set out in the financial regulations.
- To inspect building defects and repairs and to explore and identify solutions that offer value for money for North Devon Homes and that are compliant with NDH policies and procedure and legislation and offer good customer satisfaction. Monitoring the completion of works and signing off works for payment.
- To provide support to a range of contracts ensuring contractors have the required information prior to starting and during work, monitoring progress of works and health & safety compliance, monitoring performance and ensuring that all works are appropriate, signed off and deliver value for money as intended.
- Deliver good customer satisfaction through the service that you offer as a Property Inspector and receive, investigate and resolve customer complaints.
- To support the patch based working model as the property inspector for an area, taking responsibility for developing solutions for planned and responsive maintenance in an assigned patch and working with other teams to consider scheme / community wide needs.



- To value, audit and quality assure completed works for compliance with all legislation, NDH standards, industry best practice and budget allowance.
- To be a role model for Team NDH values and demonstrating the required attitudes & behaviours expected at all times providing technical guidance for other teams where required.
- To undertake your responsibilities for Health and Safety as set out in legislation and HSE guidance and reflected in our policies, management plans and procedures in all areas of the asset management service to ensure the health, safety and welfare of our customers, and protecting company interests.
- To keep abreast of changes in legislation that may affect the work that you do and monitor compliance within our properties / blocks.
- To work with your line manager in setting continuous improvement programmes for processes within your line of work to constantly deliver value for money through efficient working.
- To be part of the cross team working in managing processes such as permissions for alterations or DFGs are monitored and managed in a way to protect NDH assets and ensure the correct information is passed to customer to ensure their safety.
- To support the training programme for any property advisors joining the team through job shadowing and mentoring as directed by the lead surveyor.
- Carry out any other duties as required by the Head of Asset Management and the Executive Team.



Person Specification

Essential Requirements:

- Educated to HNC / NVQ4 level in a relevant area of building studies (Minimum requirement).
- Minimum requirements plus 2 years experience of stock condition surveyors, asbestos re inspections and working with contractors on planned improvement works. (intermediate requirement)
- Degree in building surveying with 2 years experience or minimum requirements with 5 years experience. (full requirement)
- Previous demonstrable experience of working in a technical role within the social housing sector.
- Experience of undertaking volumes of a range of property inspections including stock condition data collection.
- Previous experience of working with contractors, ensuring procedures are adhered to, performance monitored and works are signed off within budget.
- Experience of building inspection, defects analysis and subsequent remedy.
- Experience of working in an environment where Health and Safety is a key priority in particular CDM and Asbestos Awareness.
- Experience of liaising and communicating verbally and in writing with a variety of stakeholders including customers and contractors.
- Experience of using IT software – in particular MS Word, MS Excel and Outlook. Specific experience of software such as Academy, ROCC and Keystone would be advantageous.
- Experience of working in a patch based model with ownership and responsibility for both Responsive and Planned workloads and working with other teams.
- Good knowledge of construction and repair specification.
- Good knowledge of legislation, policy and good practice in the field of responsive repairs, servicing, compliance and contract management.
- Good knowledge of Health & Safety and CDM Regulations.
- Ability to contribute effective communications.
- Able to manage small delivery projects.
- Ability for cross team working with other members of staff.
- Ability to manage and plan your own time effectively.
- To be able to form effective relationships with contractors and deliver programmes of work to timescale and budget.
- Diplomatic nature and ability to handle difficult situations such as conflict or disagreement.
- Demonstrable ability to use spreadsheets, MS Word, Excel, Outlook, MS Access, Keystone, ROCC, Academy or similar.
- Demonstrable experience of working in a customer focused environment.
- Ability to understand the diversity of our customers and to be able to deliver a service shaped around their needs.
- Demonstrate an understanding of how the effectiveness of your role can contribute to success and influence good customer satisfaction.
- Ability and confidence to build and manage effective relationships with external stakeholders, contractors, consultants and customers.



- Demonstrate the importance of good internal communication, cross team working and contribute to building a knowledge sharing environment.
- Demonstrate the ability to work in a challenging environment with a varied workload which can be prioritised effectively to achieve results.
- Ability to manage your time whilst achieving the requirements of a busy caseload.
- To demonstrate an understanding and importance of monitoring performance to targets using measurable tools.
- Ability and understanding of how effective communication can contribute to the success of the organisation and elevate customer satisfaction.
- Demonstrate a knowledge and understanding of how the service area can impact and inform the company's 30 year Business Planning through stock condition surveys.
- Knowledge and understanding of the requirements for quotations, monitoring costs and signing off for works.
- Knowledge and understanding of Housing Providers and their Regulatory environment.
- You will be required to demonstrate a commitment and awareness to changes in legislation, housing sector drivers, Health and Safety changes (particularly CDM), Building Regulations, Party Wall Act and other key areas in this service provision.
- You will have the ability to travel around North Devon driven by the needs and demands of the role.

Desirable Requirements:

- P402 Asbestos Surveyor. Membership of a Professional Institute such as RICS, CIOB or similar.

Additional Requirements

- To work in accordance with NDH Policies & Procedures and comply with NDH's Staff Handbook
- To undertake additional tasks such as reasonable within the scope and grade of the post
- To uphold North Devon Homes' Company Values.
- To act professionally & with integrity at all times and lead by example.
- To actively promote Health & Safety at work and in and around the Company's properties.
- A commitment to continued professional development.