

# Job title: Building Surveyor

Line manager: Senior Building Surveyor

Grade (if applicable): 3

Direct reports:



## Role purpose:

The new Peabody Group manages over 60,000 properties, providing homes to 119,000 residents across London, Essex and the South of England and employs over 3,000 staff.

A challenging role, part of a growing business and adding significant value by providing excellent customer service across the new organisation. The role requires excellent communication skills, both written and verbal, with the natural ability to network and build effective relationships with key colleagues across the organisation.

### Purpose of the role:

To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers' needs are met and the departmental/team objectives are achieved.

This role will be within the wider Surveying Team and will ensure the operational delivery of the service including Specialist Works, Professional Services and other programmes / projects.

## Departmental Responsibilities:

- To develop and maintain relationships with internal and external stakeholders to support our customers.
- To assess clients' needs to ensure effective service delivery.
- To advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.
- To update and maintain systems/ records to ensure that information/data is kept up to date and accurate and that KPI's are met.
- To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.
- To follow Peabody Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties.
- To undertake any other reasonable duties as required by the Heads of Service or their nominees, which may include working outside normal working hours.

## Specific Responsibilities:

- Work closely and flexibly with other staff in delivering high quality maintenance service to our external and internal customers through the provision of professional technical advice, project and contractor management.
- Provide regular and professional communication and liaison with customers and key stakeholders in relation to works instructed and managed by the service.
- To take full responsibility and manage all assigned cases from start-to-finish in a professional and efficient manner whilst ensuring that appropriate stakeholders and appropriate databases are updated regularly.
- Ensure budget responsibilities are met, feeding into forecasting and efficiency plans as required.
- Manage a range of contractors, ensuring they deliver in accordance with their contract and KPI's.
- Manage external relationships with key stakeholders, such as Local Authorities and suppliers, that builds trust and confidence in Peabody's Service Delivery Team.

Version Date:

Signed off by:

- To carry out pre-inspections and building surveys to identify defects including preparation of detailed reports, specifications and cost estimates where necessary to ensure the appropriate remedial works are undertaken, to ensure effective and appropriate repair solution ensuring all current and applicable regulations are complied with.
- Provide technical advice on building defects and diagnosis to the organisation, including the day-to-day responsive repair service, as well as, from time to time, carrying out post inspections of repairs to help better manage our contractors.
- To assist in the delivery of specialist work programmes, ensuring works are to standard, contractor performance is in line with KPI's and value for money is achieved.
- To work in collaboration with other departments to ensure that a seamless service is delivered to customers and that key performance indicators are met.
- To attend, and give evidence in court in cases where building regulations have been breached and as expert witnesses on building defects.
- To form part of the Group's emergency out of hours rota, which is a compulsory part of this role and will require working evenings and weekends on a rota basis.

## About you:

### Skills/Experience required:

- Ability to work independently, exercising good initiative and judgement.
- Excellent written and verbal communication skills.
- Proven time management and prioritisation skills.
- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Proven attention to detail and ability to work on a variety of tasks simultaneously.
- Ability to work under pressure and meet deadlines and targets.
- To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.
- Extensive experience of building surveying and specific experience of building maintenance, preferably within a social housing context.
- Experience in managing an extensive, complex and varying caseload, with projects from inception to completion.
- Demonstrable experience and skills managing customer relationships to ensure a high level of customer care and satisfaction.
- In depth knowledge of Schedule of Rates and methods of measurement, with experience in achieving and ensuring Value for Money.
- Up to date knowledge of Health & Safety and other legislation relevant to the role.
- Ability to achieve results and deliver challenging objectives.
- Strong verbal and written communication skills.
- Excellent all round IT skills.
- Strong approach to teamwork and the ability to collaborate and step-up when to help the organisation achieve its mission.
- Experience preparing and delivering persuasive, high quality, written and verbal reports and presentations within the organisation up to Executive and committee level and externally as well as ability to write, disseminate and assess detailed technical reports.

### Qualifications required:

- Degree in Building Surveying or similar technical qualification (HND HNC)
- Professional Membership (preferred)