

Job title: Building Surveyor

Line manager: Regional Property Services Manager

Grade (if applicable): 3

Direct reports: n/a



Role purpose:

As a Building Surveyor within the newly formed Repairs Team, you will be an integral part of the operational delivery of Peabody's repairs, maintenance and property services. Working within one of our regional operational teams, and reporting into the Regional Property Services Manager, you will be responsible for the delivery of day-to-day & major repairs, voids / empty homes and planned preventative maintenance. You will and work closely and collaboratively with colleagues, stakeholders and supply chain partners across Peabody, providing technical expertise within your local area, driving improvements and offering a first-class service to our customers.

You will be visible, accountable and customer focused, ensuring the services we provide offer value for money, are of good quality and are aligned with our values and objectives.

Key results:

The wider Repairs Team is responsible for the delivery of all property services across Peabody, including:

- Day-to-day responsive and major repairs;
- Disrepair; damp, mould & condensation; EHO; professional services and escalated cases;
- Empty Homes / Voids;
- Aids & adaptations;
- Planned Preventative Maintenance and proactive property management;
- Service delivery for repairs managed through the DPS Marketplace;
- Planning for the in-house DLO;
- Professional property related services

As a Building Surveyor, you will:

- Be a customer facing member of the team, acting as the 'go-to' person for operational delivery matters in your local area;
- Work closely and flexibly with other colleagues in delivering high quality repairs & maintenance services 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;
- Take full responsibility and manage all assigned cases from start-to-finish in a professional and efficient manner whilst ensuring that appropriate stakeholders, customers and databases are updated regularly;
- Ensure budget responsibilities are met, feeding into forecasting and efficiency plans as required;
- Support in the management of 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 Repairs Team;
- 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 an appropriate repair solution ensuring all current and applicable regulations are complied with;

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Signed off by: Shane Sorour

- Provide technical advice on building defects and diagnosis to the organisation, including the day-to-day responsive repairs, as well as, from time to time, carrying out post inspections of works to help better manage our contractors;
- Manage the delivery of major or complex repairs and voids / empty homes ensuring works are to standard, contractor performance is in line with KPI's and value for money is achieved;
- Work alongside Customer Operations teams to support a programme of regular site inspections to identify repair, maintenance and property management issues;
- Work in collaboration with other departments to ensure that a seamless service is delivered to customers and that key performance indicators are met;
- Collaborate with Asset Management teams to help inform cyclical and capital investment programmes;
- Whilst disrepair cases are managed by a separate team, you may, from time to time, be required to manage disrepair cases when demand requires it;
- To undertake any other reasonable duties as required by the Heads of Service or their nominees, which may include working outside normal working hours;
- Form part of the property services out of hours rota, which is a compulsory part of this role and may require availability on evenings and weekends on a rota basis;

Success metrics:

- Improved customer satisfaction across your local area;
- High levels of satisfaction with repairs delivered within your local area;
- Value for money and quality in repairs delivered;
- Excellent stakeholder and customer management;
- Reduction in complaint and escalated case volumes;
- Adherence to all regulatory and statutory requirements

About you:

You will be:

- Accountable, responsible and motivated to do the right thing;
- A problem solver, able to work independently at pace and under pressure, but with a strong approach to teamwork and collaboration;
- A customer service champion with the passion and drive for excellent customer service

You will have:

- Extensive experience of building surveying and specific experience of building maintenance, preferably within a social housing context;
- In depth knowledge of Schedule of Rates and methods of measurement;
- 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;
- Strong approach to teamwork and the ability to collaborate and step-up to help the organisation achieve its mission;
- The 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;
- Up to date knowledge of Health & Safety and other legislation relevant to the role;
- Ability to achieve results and deliver challenging objectives;
- Excellent all round IT skills;

- 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

Qualification required, depending on level:

- Degree in Building Surveying or similar technical qualification or relevant experience (HND HNC)
- Working toward a degree in Building Surveying or similar technical qualification (HND HNC)
- Professional Membership (preferred)