

**Job title:** Building Surveyor (Disrepair)

**Line manager:** Regional Property Services Manager

**Grade (if applicable):**

**Direct reports:** n/a



## Role purpose:

As a Building Surveyor (Disrepair) within the 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, your role will focus on the end-to-end delivery of legal disrepair claims by our residents. You will be supported by a team of disrepair coordinators and case managers, will and work closely and collaboratively with other 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:

As a Building Surveyor, you will:

- Be a customer facing member of the team, acting as the 'go-to' person for the operational delivery of disrepair cases across London;
- Be flexible in terms of working location and willing to travel around London in order to meet demand
- Work closely and flexibly with other colleagues in delivering high quality services to our external and internal customers through the provision of professional technical advice, project and contractor management;
- Assist in mitigating liability from legal claims;
- Carry out site inspections and investigations, as necessary to produce detailed specifications of works using the national schedule of rates and composite values. Prepare estimates, feasibility studies, plans, sketches and drawings as may be necessary;
- Provide regular and professional communication and liaison with customers and key stakeholders in relation to works instructed and managed by the you;
- 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;
- Support in the management of a range of contractors delivering disrepair, ensuring they deliver in accordance with their contract and KPI's;
- Carry out pre-inspections and building surveys to identify defects including preparation of detailed reports, specifications and cost estimates using the national schedule of rates and composite values;
- Ensure the appropriate remedial works are undertaken, to ensure effective an appropriate repair solution ensuring all current and applicable regulations are complied with;
- Carry out handover and post-inspection of all disrepair cases to ensure all requirements are met and to standard;
- 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;
- Attend, and give evidence in court in cases where building regulations have been breached and as expert witnesses on building defects;

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- 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 cases delivered within your local area;
- Value for money and quality in cases 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 well versed in building pathology, preferably within a social housing context;
- Detailed knowledge of the Housing Disrepair Protocol and extensive experience in delivering disrepair cases in line with that protocol;
- 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 (HND HNC)
- We may consider extensive experience in this area for exceptional candidates in place of formal qualifications
- Professional Membership (preferred)

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