

Job Title	Repairs Surveyor	Location	Havant/ Exeter / London / Milton Keynes / Chesterfield/ Oldham	Job Family	Grade
Reports to	Complex Repairs Manager	Designation	Agile	Guinness Property	D4

Overall Purpose: To carry our surveys and property inspections, oversee the delivery of subcontracted repairs and ensure repairs are highlighted and completed in accordance with Guinness standards and timeframes.

Responsibilities & Outcomes	Skills / Experience		General Role Expectations								
Key Responsibilities: - Carry out surveys to properties, including diagnosing the cause of complex faults and failures and post inspect works. - Prepare detailed specifications, and oversee contractors’ delivery of works, managing quality, value and progress, all in line with contract terms. - Carry out Damp Mould and Condensation (DMC) inspections and provide solutions that align with ombudsman recommendations (AWAABs Law)Ensure that contractors deliver an excellent service and that customers are effectively consulted with and kept informed. - Ensure that services are provided in a way that keeps customers, colleagues and third parties safe, and complies with health and safety legislation and Guinness H&S policies and procedures. - Ensure accurate recording and updating of Guinness systems to ensure property information is up to date. - Provide weekly updates outlining the status of work in progress and preparations for future works. - Work collaboratively with other repairs surveyors, planning team, contract management team, customer liaison officers, etc. to ensure efficient ways of working are practiced and cross departmental cooperation results in improved service delivery. - Contribute to budget and programme management, ensuring that costs are in line with contractual pricing agreements and that any variances are escalated. - Ensure compliance with GDPR regulations when processing customer data. - Ensure customers are protected through the monitoring of appropriate referrals and reporting safeguarding concerns. Key Outcomes: - Optimum works are delivered in budget, on time, safely and to a high standard whilst achieving and maintaining customer satisfaction KPIs. - Complaints, tasks and responsibilities are dealt with effectively and in a timely manner, and customer contact is recorded on Guinness systems. - Good quality information is provided for progress, financial management and other performance reports. - Time is well managed with travel time and cost optimised. - Value for money is achieved through the delivery of effective procurement and management of repairs. - Safeguarding concerns are appropriately identified, recorded and sent to the appropriate specialist team with monitoring in place.	Essential: - Excellent level of knowledge of building construction standards, and legislation, and an ability to diagnose and specify remedies to building defects. - Experience of undertaking assessments in line with the Housing Health & Safety Rating System. - Understanding of responsive repairs, voids works, planned and cyclical repairs requirements. - Ability to be proactive and work on own initiative, with limited supervision, - Experience of managing contractors. - Excellent standards of customer care and the ability to deliver accurate and clear communications in writing, face to face or by telephone. - Good IT skills and knowledge of Microsoft Office, housing and property management systems. - Ability to plan, organise and prioritise a heavy workload, whilst working on a mobile basis, keeping excellent records. - Demonstrates the Guinness Behaviours. Desirable: - A good understanding of the context of social housing. - Experience in working within a commercially aware environment. Qualifications Essential: - Educated to Level 4 (HNC in Surveying or Construction & Built Environment or equivalent) or higher. - Evidence of continuous professional development. Desirable: - Level 4 VRQ Certificate in Managing Damp, Mould and Customer Care in Housing. - RICS (Building Surveying) or MCIOB membership. Other <table><tr><td>Driving Licence Required</td><td>Yes</td></tr><tr><td>Mobile working required</td><td>Yes</td></tr><tr><td>Evening and weekend working required</td><td>Some</td></tr><tr><td>Other</td><td></td></tr></table>		Driving Licence Required	Yes	Mobile working required	Yes	Evening and weekend working required	Some	Other		<i>These are the requirements for roles at Grade D. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</i> Accountability: - Accountable for meeting <i>defined</i> business objectives and goals. - Conducts <i>work planning and prioritisation</i> to optimise performance of resources. <i>Provides input</i> to group/area plans and targets. People Skills: <i>Allocates resources and responsibilities</i> within the team to deliver business results. <i>Manages</i> internal/external relationships <i>for team/group</i>. <i>Participates in</i> and <i>inputs into</i> the fairness and consistency of the employment experience. Impact & Influence: <i>Makes</i> decisions, <i>some complex in nature</i>, which have an impact on team activities. - Actions <i>likely</i> to impact internal and external parties <i>within area or specialism</i>. - Acts as an <i>advisor</i> to others on own area of expertise or specialism. Thinking Challenge: <i>Inputs into</i> business focused solutions. <i>Deals with complex issues/problems</i> affecting own area with minimal referral to manager. - Applies <i>analytical skills</i> in assessing <i>complex</i> concepts/principles and helping determining solutions. <i>Defines standards</i> and reusable approaches within own area and beyond. Customer Service: <i>Respects and values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.
Driving Licence Required	Yes										
Mobile working required	Yes										
Evening and weekend working required	Some										
Other											

You are also required to undertake any other duties within your capabilities as may be reasonably required.