

# Impact Housing Association Ltd

## Role Profile

**JOB TITLE: Project Surveyor**

**SCALE: Officer 1 (scp 32 - 35)**

**TEAM: Property Services**

**LOCATION: To be agreed**

**REPORTS TO: Stock Investment  
Manager**

**DATE: November 2018**

### Job Purpose

- Deliver the planned and cyclical maintenance services to the properties operated by Impact Housing Association (IHA) to ensure that they are delivered on time, within budget and to the required standards and performance required, providing efficient and effective technical expertise, contract management, planning and administrative support as required.
- Work with colleagues, external contractors and stakeholders to deliver an effective, efficient and customer focussed planned and cyclical maintenance service to IHA properties.
- Deliver a wide range of planned capital works including damp/structural works, adaptations across IHA's properties.
- Work with asset management team to manage budgets and to provide accurate information across the business.
- Collate and update stock condition data through a programme of surveys as part of the planned and cyclical maintenance programmes.

### Key Valued Behaviours

The Valued Behaviours for all staff throughout IHA are attached separately.

### Key Responsibilities

1. Develop the programme of works for all planned and cyclical maintenance work for a designated number of properties across the geographical area, supporting the Investment Manager to identify external contractors required to effectively complete required projects.
2. Manage project delivery for all planned investment works and cyclical maintenance work acting as project surveyor to ensure quality and compliance standards and customer expectations are met, including on-site inspection during the progress of the works.
3. Manage capital investment ensuring work programmes are achieved on time, to a high standard and within budget.
4. Liaise, consult and work with other relevant staff e.g. housing team to provide advice on all works programmes to ensure that tenants are fully aware and consulted about proposals, the programme and content of works that will affect their homes.

5. Undertaken pre and post contract validation surveys and ensure relevant details are accurately recorded and maintenance records are kept up to date.
6. Undertake contract management in accordance with the appropriate form of contract, commissioning appropriate works orders, including monitoring progress to completion, monitoring performance of programme/s delivery against targets, ensuring contract obligations are fulfilled in line with agreed performance frameworks, identifying under performance and escalating issues via agreed routes as required.
7. Implement agreed quality control procedures covering contractors' performance, pre-works inspections, hand-over and post inspections, site supervision and defects inspections to ensure that IHA, its Contractors and Consultants are providing a high standard of works and service.
8. Contribute to the development, management and monitoring of planned and cyclical maintenance budgets including processing payments for approved contracted works, ensuring Asset Management expenditure is robustly managed in line with IHA's financial controls, reporting as required and escalating details of planned over/under spend as appropriate.
9. Maintain accurate and detailed Asset Management records, including details of component replacement works using appropriate systems and databases, ensuring the integrity and quality of data to enable regular analysis to be carried out and reporting to be completed as required and ensure compliance with Decent Homes.
10. Undertake property condition surveys to provide additional data to IHA's existing stock database to establish and prioritise maintenance and future investment programmes. Make detailed recommendations and proposals as required. Contribute to maintaining IHA's stock condition database and provide robust and timely completion data to comply with component accounting procedures.
11. Manage Asset Management, stakeholder and customer enquiries effectively, providing clear supportive and accurate advice or signposting as appropriate and escalating complaints and complex queries via the appropriate channels to ensure an effective resolution.
12. Manage internal and external stakeholders effectively, Asset Management colleagues, third-party suppliers and customers, providing advice and support and building constructive working relationships to effectively deliver the IHA's Asset Management Strategy.
13. Prepare specifications, schedules of work, tender documentation in regard to planned maintenance works to reflect good building practice, and ensure works specified meets required statutory approvals i.e. planning permission, building regulations etc.
14. Promote the planned and cyclical maintenance programmes with colleagues, stakeholders and customers ensuring our successes are shared with IHA staff and the wider business.
15. Assist with maintaining IHA's Asbestos register and ensure compliance through working with team members and colleagues.
16. Liaise with colleagues to ensure that relative compliance information arising from planned maintenance programmes, either via completed works or from inspections is provided to the Compliance team to ensure that their policy and procedures are consistent and performance is maintained.
17. Liaise with colleagues in relation to adaptation applications.

18. Assist Investment Manager in the development and management of meaningful measures to monitor performance and taking appropriate remedial action where required.
19. Work in an effective and flexible manner with colleagues including a share in the team rota to provide advice to the out of hours' service.
20. Contribute and develop to the continuous improvement of asset management processes, policies and procedures; review as required ensuring compliance with statutory and regulatory requirements and reflecting good practice.
21. Ensure that when providing technical advice to non-technical staff and customers it is in a clear and concise manner. Develop a technical expertise and share with colleagues.
22. Maintain and improve own continual professional learning and development; regularly keep up to date with changes in legislation and good practice, complete in-house e-learning assignments as required.
23. Respond flexibly to any necessary changes in work priorities and undertake other duties when required to support the effective operation of IHA's service.
24. Carry out any other duties consistent with the purpose and grade of the role and ensure that the best possible standards of service delivery are maintained.

### **General**

25. Ensure internal business processes are followed in line with the IHA's policy, procedures and statutory requirements.
26. Ensure that all data protection requirements are met in accordance with the IHA's policy, procedures and statutory requirements.
27. Attend and actively participate in team meetings, line management, appraisals, annual planning, training and IHA mandatory events; to be an active, positive and effective member of the asset management team.
28. Take a full and positive role in training courses as and when required, which may include responder First Aid training.
29. Undertake your duties in a manner that takes care of your own health and safety and that of others who may be affected. Co-operate with IHA so that IHA can fulfil its duties under health and safety legislation.
30. Ensure that health and safety requirements are met in accordance with all IHA's Health & Safety policies, procedures and arrangements; in particular carrying out and reviewing risk assessments relevant to your location and implementing relevant control measures.
31. Work flexibly and collaboratively with other staff, partners and stakeholders to ensure delivery of an excellent and seamless service. To work at all times to achieve the key requirements of IHA's Blueprint and Customer offer, as appropriate.
32. Undertake all duties in accordance with IHA's Diversity Policy and all other relevant policies and procedures.
33. Undertake any other duties that are reasonably required within the general nature and level of the role as agreed with your line manager.

## PERSON SPECIFICATION - PROJECT SURVEYOR

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p><b>Practical &amp; Intellectual Skills</b></p> <ul style="list-style-type: none"> <li>• Customer focussed with excellent written and verbal communication skills</li> <li>• Excellent team player who can work flexibly to meet business requirements</li> <li>• Ability to analyse and report upon complex data, identifying trends, exceptions and anomalies</li> <li>• Ability to work under pressure and to meet deadlines</li> <li>• Proficient in the use of Microsoft Office and good IT skills across a wide range of applications</li> </ul>	<p>Essential (1) Essential (2) Essential (3)</p> <p>Essential (4) Essential (5)</p>	<p>Application Form/Interview/Refs Application Form/Interview/Refs Application Form/Interview</p> <p>Interviews/Refs Application Form/Interview</p>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Extensive experience within the building maintenance, ideally working within a customer focussed housing repair and maintenance team</li> <li>• Effective contract management skills including managing service and maintenance contracts</li> <li>• Experience of working with and managing contractors in the delivery of planned and cyclical maintenance programmes and services</li> <li>• Effective management and control of budgets within a demand led environment</li> <li>• Wide experience in the on-site supervision and quality control of planned, cyclical maintenance and service contracts</li> <li>• Thorough understanding and application of the CDM Regulations 2015</li> <li>• Effective stakeholder management both internally and externally to the business including the ability to successfully persuade and influence others</li> <li>• Experience of managing customer enquiries and complaints using IT based systems</li> </ul>	<p>Essential (6)</p> <p>Essential (7)</p> <p>Essential (8)</p> <p>Essential (9)</p> <p>Essential (10)</p> <p>Essential (11) Essential (12)</p> <p>Essential (13)</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview Application Form/Interview</p> <p>Application Form/Interview</p>

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<ul style="list-style-type: none"> <li>Ability to survey properties and produce clear, accurate and detailed specifications and schedules of work for the invitation of quotations, tenders or for stock condition records</li> <li>Experience of collating, issuing and evaluation of tenders</li> <li>Ability to diagnose building defects</li> </ul>	Essential (14)  Essential (15) Essential (16)	Application Form/Interview  Application Form/Interview Application Form/Interview
<b>Education/Qualifications</b> <ul style="list-style-type: none"> <li>Good standard of general education including literacy and numeracy</li> <li>Relevant building, maintenance, compliance or facilities management qualification e.g. HND/HNC in Building or equivalent or building trade qualification</li> <li>Relevant health and safety qualification e.g. NEBOSH General or equivalent</li> <li>Degree level education or equivalent through relevant training/experience</li> <li>Relevant professional qualification</li> </ul>	Essential (17) Desirable (1)  Desirable (2) Desirable (3) Desirable (4)	Application Form Application Form  Application Form Application Form Application Form
<b>Other</b> <ul style="list-style-type: none"> <li>You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to out of hours emergency calls</li> <li>Current full drivers licence valid for the UK</li> </ul>	Essential (18)  Essential (19)	Application Form  Application Form
<b>Valued Behaviours</b> <ul style="list-style-type: none"> <li>See separate document on organisational valued behaviours</li> </ul>	Essential (20)	Application Form/Interview

## Valued Behaviours

### **Business Focus –**

- Ensuring we achieve VFM, efficiencies and source opportunities in our day to day activities
- Optimise the efficiency of your part of Impact's business within the social objectives of the wider organisation

### **Courageous –**

- Be passionate, optimistic and resilient in a fast changing environment
- Be proactive in driving change
- Have the confidence to assess and make decisions. Take calculated risks that will have a positive outcome for the business

### **Communication –**

- Have good listening, communication and people skills to enable you to interact, liaise, and negotiate effectively with teams across the organisation, internal and external partners. Sharing information widely (up, down and across)
- Listen to the opinions of others, and be clear and persuasive in communicating your own, appropriate to the organisational needs.
- Celebrate success

### **Develop your potential –**

- Have a focussed attitude, explore solutions to problems prior to escalating them
- Have a desire to keep learning whilst sharing knowledge and skills with colleagues. Seek out best practice internally and externally
- Actively develop yourself and support and enable others in their own development

### **Customer Focussed –**

- Have an adaptable style according to the needs of your customers and recognising customer service is vital to Impact's continued success - in line with the Customer is Key

## Valued Behaviours

### **Accountability –**

- Be self-aware, acknowledging and assuming responsibility for individual actions
- Do what you commit to do within a timely manner and with a sense of urgency
- Hold others and yourself to account in a positive but challenging manner

### **Integrity –**

- Be able to cope with difficult situations and handle them well, conduct yourself with the utmost integrity and transparency
- Live the organisation's values and be a role model to others
- Be authentic in all dealings internally and externally

### **Collaborative –**

- Make a positive contribution to team culture with the ability to inspire and enable others.
- Develop the organisation's common purpose by effectively working with teams and partners.

### **Equality and Diversity –**

- Value people from all sections of the community and have an equitable approach to the rights and responsibilities of everyone.
- Recognise and respect the needs of everyone ensuring that no resident, customer or member of staff is discriminated against or receives less favourable treatment
- Maintain a proactive approach to diversity and communicate in a way that staff, contractors, volunteers and clients are fully aware of our commitments.