



Role Profile

October 2016

Job Title:	Technical Surveyor
Reports into:	Repairs Manager
Direct Reports:	None
Department/ Location:	Stockwell
Disclosure Level:	Enhanced
Role Purpose:	Work as a member of a team responsible for the day to day repairs, void management and maintenance work through the management of SW9's external contracts.

Key accountabilities

- Ensure effective delivery of the responsive repairs service to tenants and leaseholders across a defined geographic area.
- Ensure regular quality control visits are made in respect of the organisation's maintenance services.
- Ensure maintenance services are carried out in compliance with published service standards.
- Promote the highest standards of customer service.
- Ensure all data held in respect of the housing stock is maintained accurately and securely.
- Achieve targets/objectives set in respect of maintenance services for team and staff.
- Maintain the highest standard of service to the customer within available budgets, standards and policies.
- Act as SW9's expert for all disrepair, party wall awards and technical related complaints.
- Work with contractors to identify, negotiate and implement measures within contracts to achieve continuous improvement.
- Work with Network Homes' Asset Management Team to ensure all residents receive a seamless repairs and maintenance service.
- Ensure estate inspections are carried out in accordance with an agreed timetable by making sure identified issues are resolved effectively within appropriate timescales.
- Liaise with the Estate Services Team to ensure effective contract management of communal and common parts repairs contractors is conducted.
- Effectively manage and resolve resident contact logged through the Neighbourhood and Customer Services colleagues regarding repairs and maintenance.
- Carry out void inspections and ensure that contractual timescales are met.
- Inspire, lead and be a role model, consistently demonstrating the SW9 culture and values.
- To attend evening meetings and other community events as required.

Standard Responsibilities

Adopt and comply with SW9 values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

Undertake other duties and responsibilities of a similar nature which reflect the level of those described above that may be required. The post holder may be required to undertake duties at this level elsewhere within in the service.

Contacts - External/Internal

- Residents and resident representatives
- Contractors and consultants
- Managers and staff within SW9
- Colleagues working for Network Homes
- Local Ward Councillors and Constituent MP

Person Specification

Education

- A good standard of education commensurate to the role.
- A qualification in Building or Surveying essential.

Knowledge and skills

- Technical knowledge sufficient to support the delivery of a large and complex responsive maintenance and repairs programme across a range of different stock types.
- Knowledge of key Performance Indicators (KPIs), performance management and evaluating service standards.
- Ability to meet deadlines and plan and deliver a range of different activities.
- Ability to validate information and show attention to detail.
- Excellent interpersonal skills to support work with customers across a range of circumstances.
- Strong verbal communication skills and the ability to adapt this approach for different audiences.
- Strong written communication skills sufficient to write reports and analyse information to identify issues and themes and recommend action.
- Good knowledge of IT systems including Word, Excel and Outlook.
- Excellent analytical skills to identify a range of issues from information gathered.
- Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility.

Experience

- Experience of contract management at significant level.
- Significant experience of working in repairs and maintenance service within a social housing sector.
- A track record of developing staff to achieve targets and objectives.
- Experience of managing budgets.
- Experience of housing management systems. Experience of CRM and Northgate is desirable.
- Experience of dealing with complaints and difficult situations.
- Experience of working with external/agencies partners including a range of statutory and non-statutory agencies.

Competencies

We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

Hungry – I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done

- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Accountable – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respectful – I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team

- Positive: I talk positively about SW9 CH as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference