

Job description

Job title:	Buildings Surveyor
Department:	Operations (Damp and Mould)
Responsible to:	Operations Manager
Salary/Grade	OF Band 1-5

Principle responsibilities and general purpose of job

This post reports to the Operations Manager for all landlord reactive maintenance functions for the Group's housing and related property. This post will deal with a wide range of enquiries relating to both maintained, planned works and issues relating to Damp and Mould in person and by other forms of communication. The Operations department deliver an effective, customer focussed and value-for-money service. The role will provide independent technical diagnosis, specification and verification of damp and mould cases, ensuring FHG can demonstrate compliance with Awaab's Law, provide long term solutions to resolve the root cause, and related regulatory requirements.

Undertaking a variety of surveying tasks including updating and amending of information held on the Group's computer systems, manual files and other media, support to the Operations Manager and the wider team to ensure we achieve our objectives. This includes the delivery of a high-quality tenant and customer-focused, comprehensive and value-for-money management service in accordance with the Group's values, aims, policies and procedures.

To develop and deliver effective two-way communication strategies with tenants and customers and to ensure that key customer feedback about the quality and efficiency of the full range of the Group's services is clearly articulated and understood.

Specific duties and outlined responsibilities

Corporate Responsibilities

1. Be responsible for the delivery of a customer surveying service; proactively engaging with residents to provide support, advice and interventions to ensure that properties are effectively maintained; all repairs are undertaken promptly and to high standards; contractors and DLO are monitored and supervised; performance targets are achieved and a high level of customer satisfaction is attained.
2. Ensure all appropriate policies, procedures and legal requirements are adhered to with clear audit trails.
3. Demonstrate consistent commitment to Fife Housing Group values:
 - Accountable
 - Firm but fair
 - Open and honest
 - Versatile

Working within the Operations Department

1. Provide excellent surveying, repairs and maintenance services to tenants and customers in accordance with the Group's policies, procedures and service standards.
2. Inspect and code in line with the schedule of rates of all damp and mould, reactive, void property, service charge and estate management maintenance work.
3. Conduct detailed property inspections and surveys relating to damp and mould, reactive and planned maintenance works, identifying defects, causes and appropriate remedial actions to ensure properties are maintained to the required standard.
4. Undertake detailed building pathology investigations to identify the root causes of dampness, mould growth, condensation, water ingress and related building defects, ensuring that remedial solutions address the underlying cause rather than the symptoms.
5. Develop technical specifications for work, prepare tender and internal specification documents and administer full tender processes or internal works for planned minor and major work and refurbishment schemes as required, administering these schemes from inception to completion and maintaining appropriate records.
6. Lead the investigation, diagnosis and resolution of damp and mould cases in accordance with Awaab's Law requirements, ensuring investigations are undertaken by a competent person, remedial actions are appropriately specified, completed within required timescales and fully evidenced to demonstrate compliance.

7. Ensure that all repairs and contracts are commenced and completed in accordance with agreed programmes and within budget.
8. Ensure that the quality of work by contractors appointed for Damp and Mould, reactive, void and service charge maintenance and service contracts is of the highest standard and complies with the Group's requirements.
9. Liaise with tenants and other customers, key stakeholders and other departments directly affected by the works, to ensure that they are fully aware of the initial proposals and any variations instructed during the course of the works.
10. Work closely with Housing Services team to share information and assist in solving tenancy management issues and carry out joint visits, estate inspections tenant engagement days as required.
11. Prepare and develop programmes of risk assessments & surveys, monitor administer and maintain any associated works to ensure the Association achieves compliance in relation to property legislation including
 - Damp and Mould relating to Awaab's Law
 - Scottish Housing Quality Standard (SHQS);
 - Energy Efficiency Scottish Social Housing (ESSH and ESSH2);
 - Energy Performance Certificates (EPC);
 - Electrical inspections -EICR
 - Heat, fire and smoke detection installations;
 - Fire safety checks;
 - Asbestos Register; and
 - L8 water safety checks
 - ARC Reporting
 - Construction Design Management (CDM)
12. Carry out when required void inspections and coordinate and supervise all necessary remedial works to return properties to a condition suitable for re-letting, ensuring that meter readings are taken and that power is available to carry out works.
13. Carry out estate inspections and report any repairs to the Operations Manager as required.
14. Carry out annual inspections of communal paths not adopted by Fife Council to ensure that all health and safety issues are addressed.
15. Contribute to the development and regular review of departmental services and policies, ensuring that these are consistent, compliant with statute and regulation and reflect best practice.
16. Maintain, assist and support the links between all the functions within operational services and other departments.

17. Manage operational relationships with contractors and consultants.
18. Provide out-of-hours service and emergency cover as required.
19. Support the Housing Department with technical advice and reports as required.
20. Prepare technical reports and provide professional advice to support complaints investigations, insurance claims, legal disrepair cases, Ombudsman enquiries and regulatory reviews where required.
21. Provide advice and guidance to tenants who have requested permission to carry out alterations within their property, post inspect and complete all documentation.
22. Carry out mutual exchange inspections to ensure that both properties are up to standard and if not, advise tenants and Housing Officers accordingly whether the request for exchange should proceed.
23. Ensure key performance indicators are achieved in relation to reactive and void repairs.
24. Complete all maintenance inspections and workflows in QL and One Serve.
25. Proactively identify works to be added to the future planned programme, particularly where extensive repairs to the components are required.
26. Carry out EPC surveys and collect associated energy efficiency data where required, ensuring information is accurately recorded and used to support investment planning, energy efficiency compliance and future sustainability objectives..

Other responsibilities

1. Promote equality and diversity as an integral part of working for Fife Housing Group and lead by example. Show commitment to equality and diversity and to encouraging the involvement of all members of the community, particularly vulnerable and hard-to-reach groups, in shaping service delivery.
2. Be a risk manager for the Group.
3. To be knowledgeable in relation to health and safety issues relevant to the Operations function and to be committed to ensuring the implementation and development of the Group's health and safety policies and procedures.
4. Work as part of an integrated and collaborative Operations function that is focused on driving business success.

No job description can cover every issue that may arise within the post at various times. The job holder is expected to carry out other duties from time to time which may be required, this will include covering for colleagues during times of sickness absence and holidays.

Person Specification

Post – Buildings Surveyor

This person specification acts as selection criteria and gives an outline of the types of skills and characteristics required to do the job.

Essential (E) - without which candidate would be rejected

Desirable (D) - useful for choosing between two good candidates.

Please ensure when completing your application form, you give clear examples of how you meet the essential and desirable criteria.

Category	Requirement	Essential or Desirable	Method of assessment
Qualifications/ Education/ Training	Good standard of general education	E	1,2,4
	HNC/HND in Building Surveying, Construction Management, Building Services, Property Maintenance or a related technical discipline, or equivalent relevant experience	E	1,2,4
	Demonstrable experience in diagnosing dampness, condensation, mould growth, water ingress and building fabric defects within occupied housing stock	E	1,2,4
	Degree in Building Surveying, Construction Management, Building Services or other relevant built environment discipline	D	1,2,4
	Professional membership of RICS, CIOB, CABE or working towards professional accreditation	D	1,2,4
	Recognised EPC qualification	D	1,2,4
	Recognised qualification in damp and mould diagnosis, building pathology, timber preservation or damp-proofing (e.g. PCA CSTDB, CSDB or equivalent), or	D	1.2.4

Category	Requirement	Essential or Desirable	Method of assessment
	willingness to obtain within 12 months of appointment.		
Knowledge and Experience	Experience working within a maintenance environment for a housing association or similar	E	1,2,3
	Experience in planning and delivering planned and cyclical maintenance programmes to required timescales and budget	E	1,2,3
	Experience in developing partnership and collaborative relationships with a range of business stakeholders	E	1,2,3
	Experience of inspecting residential properties and diagnosing building defects including dampness, condensation and structural issues.	E	1,2,3
	Dealing with customer complaints	E	1,2
	Dealing with insurance claims	E	1,2
	Awareness of financial and budget expectations	E	1,2,3
	Understanding of aids and adaptations installations	D	1,2
	Working knowledge of current building regulations, planning guidelines and HSE legislation	E	1,2,3
	Working knowledge of a wide range of building services, varying construction methods and the built environment	E	1,2,3
	Awareness of the Scottish Housing Quality Standards and Energy Efficiency Standard for Social Housing (EESH)	E	1,2,3

Category	Requirement	Essential or Desirable	Method of assessment
	Understanding of data management principles and related legislation	E	1,2,3
	Knowledge of control of asbestos regulations	E	1,2
	Knowledge of Gas Safety Legislation	D	1,2
	Understanding of revised CDM 2015 regulations and other relevant health and safety standards	E	1,2
	Supervision and management of contractors	E	1,2,3
	Principles of internal controls and risk assessments	E	1,2,3
Skills and Competencies	Excellent communication skills (written and verbal) with the ability to communicate effectively with different audiences	E	1,2,3
	Excellent interpersonal and negotiation skills	E	1,2,3
	Excellent IT skills (Microsoft Office software)	E	1,2,3
	Strong organisation and time management skills with an ability to prioritise, work flexibly, work to tight deadlines and complete tasks	E	1,2,3
Personal attributes, qualities and competencies	Able to demonstrate understanding of and apply our workplace values	E	1,2
	Ability to challenge discriminatory attitudes, statements and behaviour	E	1,2
	Innovative and creative with the ability to generate new ideas and be proactive in suggesting and implementing new approaches	E	1,2,3
	Self-confident and approachable with a positive attitude and the	E	1,2,3

Category	Requirement	Essential or Desirable	Method of assessment
	ability to build effective sustainable relationships both internally and externally		
	Effective team player who is capable of coping with changing circumstances and demands	E	1,2,3
	Ability to quickly grasp complex issues and simplify them for appropriate audiences	E	1,2,3
	Ability to document processes and outputs in a clearly defined and orderly manner	E	1,2,3
	Ability to analyse data/information with excellent attention to detail	E	1,2,3
	Ability to respect and maintain a high level of confidentiality and discretion in relation to company business and its customers at all times	E	1,2,3
	Ability to understand, identify and respond to the needs of the customer	E	1,2,3
	Ability to manage projects with stakeholders using a collaborative and professional approach and to operate well under pressure	E	1,2,3
Other	Flexibility to work outwith office hours	E	1,2
	Hold a driving licence and have use of a car insured for business use	E	1,2,4
	Committed to the principles of equality, diversity and inclusion	E	1,2
	Evidence of continuing personal development	D	1,2

*** Key**

1 = Application Form

2 = Interview

3 = Test

4 = Proof of qualification