

## Job description

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|------------------------|--------------------------------------|
| <b>Job title:</b>      | <b>Building Surveyor</b>             |
| <b>Department:</b>     | <b>Asset Team (Stock Conditions)</b> |
| <b>Responsible to:</b> | <b>Asset Manager</b>                 |
| <b>Salary/Grade</b>    | <b>OF Band 1-5</b>                   |

## Principle responsibilities and general purpose of job

This post reports to the Asset Manager for all landlord stock condition information and functions for the Group's housing assets, owned and managed, and related property. This post will deal with a wide range of enquiries relating to both Planned Investment Works and reactive maintenance issues, reviewing and updating stock condition information, and Damp and Mould, in person and by other forms of communication.

Undertaking a variety of surveying tasks, including carrying out condition surveys and reviewing and updating information held on the Group's computer systems, assisting with the planning and setting of investment priorities, manual files, support to the Asset Manager and the wider team service 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 provide data led analysis, including stock condition surveys, planned MCR programmes, reactive jobs and investment data to identify emerging trends, common component failures and asset risks, to create planned maintenance and capital investment programmes.

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 Asset Team**

1. Provide excellent Asset Stock surveying, technical repairs assessment and maintenance services to tenants and customers in accordance with the Group's policies, procedures and service standards. The Asset Surveyor will assess the age, safety, and physical condition of their major components (e.g., roofs, boilers, kitchens, and bathrooms). The data will assist Fife Housing Group in planning future maintenance and ensuring properties meet regulatory standards.
2. Assist in the management of ongoing planned maintenance programmes and reactive maintenance priorities.
3. Working with the Asset Manager in the setting of short, medium and long-term priorities in terms of stock investment. Types of data collected for each component include identifying the building materials, estimating the age and year of renewal works relative to life cycle and condition, and calculating the total cost to replace components.
4. 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 where required. These assessments are a critical part of Fife Housing Group's asset management and compliance with Scottish Government standards.
5. Reviewing and updating the Housing Asset Databases. This data will then be used to produce an indicative cost model that illustrates the total expenditure required to maintain the stock over a given period in line with our Business Plan model.
6. Conduct stock condition surveys on our stock assets and review, update, and sanity check existing stock information held on our asset database. Assessing

the Net Present value and preparing reports to consider investment in stock or stock disposal options.

7. Act as the custodian of stock condition data quality, ensuring asset information is accurate, complete, validated and capable of supporting regulatory compliance, investment planning, business planning and reporting requirements.
8. Use stock condition information to support long-term asset investment planning, Net Present Value analysis, option appraisal and business planning. Analyse stock condition, compliance, repairs and maintenance data to identify trends, recurring defects, component failures and emerging asset risks, producing recommendations for inclusion within planned maintenance, capital investment and stock improvement programmes. In addition, periodic review of component performance, repair demand, lifecycle assumptions, property archetypes, geographical concentrations of defects and investment requirements should be used to inform any future planned works.
9. Mobilisation of the full survey programme and the importance of data validation and quality assurance of existing stock information held.
10. Review Fire Risk Assessment information and manage the programme of remedial works utilising both internal and external trades resources.
11. Develop technical specifications for work, prepare tender and internal specification documents and administer full tender process or internal works for planned minor and major work and refurbishment schemes as required and to administer these schemes from inception to completion, maintaining appropriate records. Manage the programme of pre and post-inspections in accordance with the Group's performance standards and also in line with legislation in relation to planned and reactive works.
12. Ensure that all repairs and contracts are commenced and completed in accordance with agreed programmes and within budget.
13. Liaise with tenants and other customers, key stakeholders and other departments directly affected by the works and survey programme.
14. Work closely with Housing Services and the Reactive Maintenance Teams team to share information and build and enhance stock knowledge.
15. Identify and record wider property and tenancy-related risks during surveys, including damp and mould concerns, disrepair issues, energy inefficiency, hoarding, safeguarding concerns and indicators of vulnerability, referring matters to appropriate teams where required.
16. Prepare and develop programmes of risk assessments & surveys, monitor, administer and maintain any associated works to ensure the Group achieves compliance in relation to property legislation, including

- 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 Risk Assessments
  - Dampness and Mould
  - Asbestos Register; and
  - L8 water safety checks
  - ARC Reporting
  - Construction Design Management (CDM)
17. Carry out when required void inspections and coordinate and supervise all necessary remedial works to return properties to a condition suitable for re-letting and update stock condition held information.
  18. Carry out estate inspections and update findings
  19. 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.
  20. Maintain, assist and support the links between all the functions within the Asset Management Team and reactive operational teams and other teams within Fife Housing Group.
  21. Manage operational relationships with contractors and consultants.
  22. Assist with the procurement of Contracts for Fife Housing Group and evaluate tender returns.
  23. Support the Fife Housing Group with technical advice and reports as required.
  24. Proactively identify work to be added to the future planned programme, particularly where extensive repairs to the components are required.
  25. Develop and adapt survey methodologies, data collection requirements and inspection programmes in response to emerging legislation, regulatory requirements, asset risks and business priorities.

Carry out EPC surveys and collect associated energy efficiency data as required, ensuring that information gathered is integrated with stock condition intelligence to support investment planning and compliance with ESSH requirements.

### **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 Asset management and Compliance functions 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 asset management 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 – Asset Surveyor – Asset Management Team

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

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Essential (E) - without which the candidate would be rejected

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

**Please ensure that 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 |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------|
| <b>Qualifications/ Education/ Training</b> | Good standard of general education                                                                                                      | E                      | 1,2,4                |
|                                            | HNC/HND in Building Surveying, Construction Management, Building Services or equivalent relevant experience.                            | E                      | 1,2,4                |
|                                            | Degree in Building Surveying, Asset Management, Construction Management or related discipline.                                          | D                      | 1,2,4                |
|                                            | Professional membership of RICS, CIOB, CABE or equivalent professional body, or willingness to work towards professional accreditation. | D                      | 1,2,4                |
|                                            | Recognised EPC qualification                                                                                                            | D                      | 1,2,4                |
|                                            | Recognised Damp and mould or damp-proofing qualification                                                                                | D                      | 1.2.4                |
| <b>Knowledge and Experience</b>            | Experience working within an Asset Management and 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 partnerships and collaborative                                                                                 | E                      | 1,2,3                |

| Category | Requirement                                                                                                                                           | Essential or Desirable | Method of assessment |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------|
|          | relationships with a range of business stakeholders                                                                                                   |                        |                      |
|          | Experience of collecting, validating and analysing housing asset or stock condition data to support investment planning and business decision-making. | 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                |
|          | Knowledge of the Scottish Housing Quality Standards and Energy Efficiency Standard for Social Housing (ESSH)                                          | E                      | 1,2,3                |
|          | Understanding of data management principles and related legislation                                                                                   | E                      | 1,2,3                |
|          | Knowledge of the control of asbestos regulations                                                                                                      | E                      | 1,2                  |
|          | Knowledge of Gas Safety Legislation                                                                                                                   | D                      | 1,2                  |
|          | Understanding of the Scottish Housing Regulator's expectations regarding asset data quality, assurance and governance.                                | D                      | 1,2                  |

| Category                                               | Requirement                                                                                                                                           | Essential or Desirable | Method of assessment |
|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------|
|                                                        | 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                |
| <b>Skills and Competencies</b>                         | 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                |
| <b>Personal attributes, qualities and competencies</b> | 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 ability to build effective, sustainable relationships both internally and externally | E                      | 1,2,3                |
|                                                        | Effective team player who is capable of coping with changing circumstances and demands                                                                | E                      | 1,2,3                |

| Category     | Requirement                                                                                                                                   | Essential or Desirable | Method of assessment |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------|
|              | 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                |
| <b>Other</b> | Flexibility to work outside 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**