

Job Description

Stock Condition Surveyor



Directorate:	Assets, Housing Needs & Estate Management
Team:	Planned and Cyclical Works
Role Type:	Flexible
Reports to:	Senior Project Surveyor
Direct Reports:	N/A
Overall Job purpose:	
<ul style="list-style-type: none"> • To provide stock condition, asbestos, energy, Housing Health and Safety Rating System (HHSRS) and general building surveys to the Cross Keys Homes housing Stock and assist with the management of stock data and its collection within Keystone, to ensure properties are maintained to the CKH standards. Ensuring high levels of customer satisfaction are maintained through the services provided by the Team. • To provide advice and guidance on disrepair claims and reports of damp and mould – where necessary to inspect properties, diagnose problems and provide solutions. • To assist the department with delivering a range of surveying services such as implementing, monitoring, inspecting, diagnosing repairs and supporting a range of projects and services of differing size and complexity. 	
Core responsibilities:	
<ul style="list-style-type: none"> • To manage programmes of surveys by organising collection of survey data to approx. 20% of the housing stock per annum to assist Asset management achieve its service standards and targets. Additionally, to liaise with any external company providing stock condition information. • To undertake stock condition, asbestos, energy assessments, HHSRS and general building surveys to the Associations housing stock and instruct works for void, responsive and planned works to achieve decent homes standards. • Responsible for diagnosing causes of defects relating to fabric and building failure to domestic dwellings 	

- During site visits, identify issues which affect the overall standard of CKH properties and estates taking positive action to report them. all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.
- Investigate and act on disrepair and damp and mould claims and technical issues connected with property management.
- Develop and update surveys so that all required elements of the survey are included to ensure compliance to policies and standards.
- To organise programmes and projects onto the Keystone Planned Maintenance module and assist with the collection of all data in relation to Planned Maintenance projects ensuring that schedule of works and rates are entered into Keystone.
- To provide work schedules and costs for Section 20 consultation to enable maximum cost recovery from home owners.
- Assist with post inspections ensuring quality control of all completed works and contractor's performance. Validating Planned programmes of work and recommending additional works following property Inspections.
- Oversee the data collection and validation of assets following survey completion, assist with updating the databases to ensure all data within the Keystone modules is correct.
- Undertake inspections and building surveys, prepare reports site plans and drawings with conclusions and recommendations, record and report defects to completed works. Prepare reports as required in relation to technical issues relating to individual or groups of properties. To also provide work schedules and costs for Section 20 consultation.
- To monitor and ensure that CKH's responsibilities under Health and Safety matters, including legal duties connected with construction (Design & Management) Regulations are discharged within agreed guidelines and correct legislation.
- Respond positively, either verbally or in writing to enquiries or complaints from customers in a non-technical way and to promote good working relationships to ensure a responsive customer focused service.
- Inspect properties in response to tenant requests and property status for all asset management activities, assess requirements for repairs, improvements and safety checks.

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- Provide sound technical guidance to other internal stakeholders for example scheme managers and Area Panel representatives, Tenancy Management and Communities Team.
- Monitoring of, and liaison with, the principal contractor's site managers.
- Respond appropriately to emergency survey requests from other areas of the organisation
- Duties may vary from time to time within the broad remit of the role. You are required to undertake any such reasonable and appropriate duties.

Key Relationships

- Planned and Cyclical team: Delivery of Planned works and Cyclical works.
- Voids Manager/Mears: Ensures voids are delivered to the moving in standard.
- Repairs Manager & team: Daily instructing works, follow on surveys and technical advice.
- Home Ownership Team: Liaising with Asset Mgt. with regards to planned works to blocks
- Day-to-day liaison with tenants, residents and leaseholders.
- PCC Environmental officer: Liaise for housing issues.

Dimensions:

- Responsible for validation of current and future planned works to ensure costs, quantities and repair years are correct and within the agreed budget.
- Instructing works with contractor to achieve decent homes standard and moving in standard.
- Monitoring spend on decent homes work and raising variations to planned works contracts for approval.
- Responsible for making decisions both technically and financially on projects
- Provide technical advice as and when required.

Additional information:

Post requires an Enhanced Disclosure and Barring Service check.

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No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

Person specification

Requirements	Essential Criteria	Desirable Criteria
<p>Knowledge and experience</p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> • Experience of undertaking stock condition surveys within Social Housing or similar environment. • Demonstrate a knowledge and understanding of the Decent Homes Standard and Housing Health & Safety Rating System. • Experience in diagnosing building repairs/defects and recommending appropriate technical solutions for disrepair and damp and mould claims 	<ul style="list-style-type: none"> • Experience of asbestos surveying and Domestic energy surveying. • Knowledge of Landlord and Tenancy legislation and housing issues. • Experience of managing and reporting data from an asset management database such as Keystone.

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	<ul style="list-style-type: none"> • Knowledge of construction technology, in the context of domestic properties. • Demonstrate a knowledge of asset databases and hand held technologies for stock surveying. 	
Skills and abilities <i>Describe the skills and abilities required to do the job effectively</i>	<ul style="list-style-type: none"> • Ability to prepare reports. • Ability to prioritise a fluctuating workload. • Ability to use a wide range of IT packages, especially Microsoft Office and Excel Spreadsheets. • Ability to conduct detailed investigations, analyse and evaluate a broad range of data and identify potential changes to the service/work programmes. • Familiar with using hand held technology to undertake stock surveys and the use of databases. 	<ul style="list-style-type: none"> • Experience in providing and presenting statistical information using Excel and Microsoft Project. • Familiar with the use of software to produce Energy Performance Certificates. • Ability to complete building surveys, prepare CAD plans, produce cost reports and feasibility studies • Experience of working in a customer focused housing environment.

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	<ul style="list-style-type: none"> • Ability to manage budgets and control spend on projects, and report accordingly. • Ability to conduct site visits and snagging meetings, and ability to report on works performance and quality • Experience of dealing with members of the public in an effective manner and providing high levels of customer care. • Ability to manage and resolve customer issues effectively. 	
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Personal behaviours and style

We look for people who are committed to and demonstrate our core values of:

- **Action:** Getting things done while being accountable. *Delivering on objectives and taking responsibility for the service. A positive attitude.*
- **Commitment:** Putting customers first. *Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.*
- **Excellence:** Always striving to be the best. *Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.*
- **Integrity:** Honest and open in everything we do. *Maintaining our code of conduct and acting professionally at all times*

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<ul style="list-style-type: none"> • Teamwork: Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i> 		
Qualifications <i>Please state the level of education and professional qualifications and/or specific occupational training required</i>	<ul style="list-style-type: none"> • HNC in Building Studies or equivalent construction-related qualification, OR demonstrate this through relevant professional experience. 	<ul style="list-style-type: none"> • P402 Certificate for asbestos. • Foundation degree in construction • Level 3 Diploma in Domestic Energy Assessment
Additional requirements <i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i>	<ul style="list-style-type: none"> • Hold a full UK Driving Licence • Flexibility to work evenings, weekends (unsociable hours) if required. • The ability to respond to emergency situations/callouts, (within office hours). • Access to a suitably insured motor vehicle for work use 	
Version control:		
JD authorised by (Director):	Stuart Fort	Date: 29/07/2024

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