

Role profile

Job Title:	Complex Repairs Surveyor	Grade:	12
Department:	Housing Asset Management	Post no.:	TBC
Directorate:	Housing & Environment	Location:	Perceval House

Role reports to:	Complex Repairs Delivery Manager
Direct reports:	N/a
Indirect reports:	Supply chain contractors

Job description

Purpose of role

- The Complex Repairs Surveyor is responsible for performing detailed inspections of both vacant properties (voids) and occupied homes to assess complex repair needs and ensure compliance with housing standards.
- Oversee and coordinate the scheduling and completion of complex repairs and maintenance works, in accordance with programme specifications, ensuring timely and cost-effective solutions.
- Act as the primary point of contact between contractors, tenants, and other stakeholders, ensuring clear communication and efficient resolution of issues.
- Ensure all complex repairs and maintenance activities comply with health and safety regulations, safeguarding the well-being of tenants and workers.
- Track and report on the progress and quality of complex repair works, providing regular updates to the management team and contributing to performance improvement initiatives.
- Work flexibly across other teams to assist in the work of the voids project and repairs areas, to minimise turnaround times and reduce void losses by ensuring properties are ready for re-letting as quickly as possible.

Key accountabilities

- To clearly define all necessary works for contractor delivery, ensuring detailed and accurate specifications.
- To manage and inspect the quality of works during and after completion, maintaining electronic records of all inspections to ensure compliance with specifications.

- To ensure contractors deliver a high-quality, customer-focused service, adhering to agreed standards and expectations.
- To adhere to the council's health and safety policies and procedures, ensuring all activities comply with regulations.
- To advise the relevant manager of any concerns regarding quality or deviations from the agreed specifications promptly.
- To participate in weekly Level 1 performance meetings, providing feedback on progress and identifying areas for improvement.
- To instruct and direct contractors on minor changes required on-site due to discoveries during works and inform the relevant manager for formal instructions.
- To immediately report any urgent health and safety concerns to the relevant manager to ensure swift resolution.
- To maintain regular communication with residents to address their concerns and ensure their needs are met.
- To ensure contractors adhere to their on-site contractual obligations, maintaining high standards of work and safety.
- To attend weekly progress meetings with contractors to discuss performance, ensuring continuous improvement in customer service and cost-effectiveness.
- To monitor contractor performance, identify issues affecting performance, and suggest improvements to enhance service delivery.
- To act as a primary point of contact to resolve resident concerns quickly and efficiently, ensuring a positive customer experience.
- To make recommendations to reduce waste and promote recycling, supporting the Council's sustainability goals.
- To conduct the majority of work outside or onsite, in all weather conditions, which may require the ability to use ladders, access lofts, and work on scaffolding.
- To work as part of an out-of-hours rota, which may include evenings, weekends, and bank holidays, to ensure continuous service delivery.

Key performance indicators

The key performance indicators for this role include delivery of statutory, local performance indicators and service level agreements such as:

- Average completion time to complete complex repairs
- Customer satisfaction
- Level of variations / budget management
- Time and quality measures
- Health and safety key performance indicators

- Health and safety concerns are raised with the Project Manager immediately
- Performance issues are reported weekly with the contractor(s) and recorded at the weekly L1 & monthly L2 meetings

Key relationships (internal and external)

- Managers within the maintenance/legal/capital/building safety teams
- Complaints/ADR/D&M team
- Residents / leaseholders
- Repairs and Voids team
- Building safety officers
- Structural engineers

Authority level

- Adherence to health and safety policies and procedures
- Day to day onsite indirect supervision of contract / non-direct staff, regularly issuing directions and instructions and checking of work for quality

Additional Requirements

- To work flexibly and provide cover across the other teams in the service to ensure business continuity on voids projects and repairs work
- To work as part of an out-of-hours rota, which may include evenings, weekends, and bank holiday working
- Any other duties appropriate to the post and grade

Person specification

Essential knowledge, skills and abilities

1. Demonstratable experience and knowledge of building construction, with a solid understanding of construction principles and practices.
2. In-depth knowledge of construction and maintenance within a Social Housing environment, understanding the unique challenges and requirements.
3. Well-versed in health and safety legislation and processes related to social housing, ensuring compliance and safe working practices.
4. Proven track record of delivering a customer-focused service, prioritising tenant satisfaction and effective communication.
5. Ability to coordinate workloads and prioritise tasks efficiently, ensuring timely completion of projects.
6. Good communication skills, both verbal and written, to interact effectively with customers, contractors, and colleagues at all levels of the organisation.
7. Ability to build positive relationships with colleagues and stakeholders, fostering a collaborative and supportive work environment.
8. Capable of providing technical advice to contractors and residents, ensuring clarity and understanding of repair and maintenance requirements.
9. Excellent organisational skills, managing multiple tasks and projects simultaneously with attention to detail.
10. Excellent time management skills, effectively balancing various responsibilities and deadlines.
11. Knowledge of housing management systems, utilising technology to streamline processes and improve efficiency.
12. Understanding of Equality, Diversity and Inclusion in the workplace, ensuring an inclusive and respectful environment for all.

Essential qualification(s) and experience

- Have practical experience in a trade role, providing hands-on knowledge of repair and maintenance tasks
- Possess a suitable qualification from an appropriate body such as CIOB, RICS, or CIH or willingness to undertake development
- Possess a vehicle and a clean driving license, enabling travel to various sites as required.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards