

# Yorkshire Housing Role Profile

<b>Job title:</b>	Stock Condition Surveyor	<b>Leader of others:</b>	No
<b>Reports to:</b>	Surveying Lead	<b>Contract type:</b>	Agile
<b>Business area:</b>	Strategic Asset Management	<b>Car allowance:</b>	Yes
<b>Budget holder:</b>	Yes	<b>DBS required:</b>	Yes

## Job purpose

Undertake stock condition and energy performance certificate surveys to a range of dwellings and blocks across Yorkshire. Provide an agile and flexible front-line service that is designed around the needs and expectations of our customers. Record and escalate any risks to customers safety and welfare as a priority.

## Key responsibilities

- Complete circa 1,000 stock condition surveys per year in a customer obsessed manner.
- Complete circa 200 energy performance certificate surveys and lodgements per year.
- Plan, organise and liaise with customers for all surveyor appointments and visits.
- Deliver survey projects by exception as they arise.
- Provide frontline advice to customers around energy efficiency.
- Identify, record and escalate HHSRS hazards to keep customers safe.
- Identify, record and report routine repairs to customers' homes.
- Respond to data queries and provide customers with support where homes are monitored by smart technology and environmental sensors.
- Undertake pre, work-in-progress and completion inspections of capital works.
- Liaise with the Place Team to facilitate access to homes where necessary.
- Produce reports by exception when required on building condition, defects and remediation schedules.

## What you'll bring to the role

### The main things:

- Experience of undertaking stock condition surveys.
- Hold a valid DEA Assessor qualification.
- Experience of diagnosing and recording HHSRS hazards.
- Experience of surveying across a wide range of property archetypes.
- Passion for providing excellent frontline customer services and a customer obsessed mindset.
- Experience of working in an agile manner, collecting data and using systems in the field.
- Competent in the use of mobile technology, Microsoft 365 and asset management systems for data collection.
- Ability to work under pressure and to demanding deadlines, supporting a one-team approach and being flexible to support other areas of the team when necessary.
- Hold a valid UK driving license and have full use of a vehicle for work.

### It would be a bonus if you have:

- L3 Retrofit Advisor Qualification
- Retrofit Assessor Qualification
- HHSRS Practitioners Qualification
- BTEC in Construction, Surveying or relevant experience
- Eagerness to develop own skills and adapt to change.

- Personal values and approach that align with YH's values.
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

**Our values:**

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

**Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say

**Be curious** • Think differently • Ask questions • Keep learning

**Make it happen** • Own it • Do it • Be empowered

**Achieve impact** • Do things that matter • Deliver results • Show pride and passion

**Have fun** • Enjoy work • Be yourself • Stay connected

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

**Date Role Profile last reviewed:**

January 2025