

Yorkshire Housing Role Profile

Job title:	Surveyor	Leader of others:	No
Reports to:	Building Services Team Leader	Contract type:	Agile
Business Area	Repairs and Investment Delivery	Budget holder?	No

Job purpose

Acting as a shared service for the organisation, you'll use your technical expertise support across YH to make sure all our homes are in a condition that our customers can feel proud of.

You'll be working as part of multi-disciplinary team providing technical advice on complex void/repair issues, damp and mould, housing disrepair and other escalations. You will help us ensure that we meet the statutory, and regulatory obligations of our customers.

You'll play a key role in working with trades and other colleagues in order to provide insight which will maximise customer experience and satisfaction and meet customers diverse needs, whilst balancing cost effectiveness.

Although our services are primarily as an in house building repairs service, you'll also manage contractors to complete works on time, correctly and meet contractual standards, escalating issues to the Contract Manager and Team Leader.

Key responsibilities

You'll provide the point of referral for all teams across the organisation where property expertise is required e.g. repairs, empty homes, damp and mould, disrepair and complaints.

You're the eyes and ears of Yorkshire Housing - you'll constantly scan for ways we can provide a better service and allow our customers to live in a house they're proud to call home.

You won't walk by when you spot something that isn't right, and you'll make sure you deal with it or that it's reported to the right team.

You'll listen to and log customers' queries during your visit.

You'll be be courteous and professional at all times, understanding the visibility of the role and the diverse needs of our customers.

You'll provide the point of referral for complex empty homes cases. You'll provide expertise on significant work where needed, and help inform decisions on property disposal.

You'll undertake inspections in tenanted and empty homes and determine the maintenance and/or investment actions required. You'll ensure all relevant teams are kept up to date and the necessary jobs are logged.

You'll undertake full property damp and mould assessments and any other associated tasks arising from this.

You'll take ownership for all cases through to completion, providing updates to the Repairs Coordinators function in accordance with agreed timescales.

You'll make evidence-based recommendations on level of work needed to maintain Yorkshire Housing's portfolio of properties to a high standard.

You'll work closely with the Strategic Asset Planning teams, using your specialist property expertise to contribute to the efficient management of assets that meets our customer's needs.

You'll make sure legal, health and safety and regulatory compliance are maintained across Yorkshire Housing homes and escalate any risks.

You'll offer other technical guidance and support to teams across Yorkshire Housing for example in Housing Disrepair Claims and investigating complaints.

You'll develop technical expertise and knowledge in relevant new and emerging technology and building practices particularly in relation to environmental sustainability.

You'll ensure data and reporting is accurate and provided in a timely manner to the relevant person/team.

You'll work with, oversee and inspect properties with sub contractors and in house teams on allocated properties to ensure work is completed satisfactorily and within specifications and manage variations and approvals.

Descalate low level complaints and/or ensure the reporting or escalation of complaints. You'll also work with various team to resolve complaints.

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed

What you'll bring to the role

The main things:

You have an in-depth knowledge and understanding of building construction, maintenance, health & safety and social housing legislation. Ideally you have attained a technical qualification such as a HNC/RICS and have RICS/CIOB membership

You have a diagnostic approach to identifying issues and specifying remedial work to equip inhouse teams/ contractors to complete most work at their first visit.

You have previous experience undertaking on-site supervision.

You'll have commercial awareness and working to a budget and maximising value

You'll have previous experience liaising, overseeing and inspecting work undertaken by inhouse teams or sub contractors with the ability to constructively challenge and reach favourable outcomes for the customer

You take ownership and accountability for each case you advise on.

You have strong technical knowledge of building repairs and construction, and can apply this in a diverse range of practical situations.

You're highly organised and can juggle multiple priorities at once. You can react and respond quickly as situations change and work to deadlines.

You'll be a team player and able to work as part of a multi disciplinary service.

You have a strong customer focus - you consider the customer and their needs in every decision and recommendation you make, and make every effort to ensure their needs are met.

You're an excellent communicator and able to articulate updates and requests effectively and concisely.

You'll be comfortable working and adapting to new technological systems and can use Office and similar systems.

You can work flexibly over the Yorkshire region.

Full UK driving license

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.