

Yorkshire Housing Role Profile

Job title:	Surveyor Apprentice	Leader of others:	No
Reports to:	Building Services Team Leader	Contract type:	Agile
Business area:	Repairs and Investment Delivery; Building Services	Car allowance:	No
Budget holder:	No	DBS required:	Yes

Job purpose

Acting as a shared service for the organisation, you'll learn the technical expertise to support yourself and others 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 a multi-disciplinary team, understanding how we provide technical advice on our repair issues, damp and mould, housing disrepairs and other escalations with the support of others. You will help us ensure that we meet the statutory and regulatory obligations of our customers.

We'll offer the postholder full on-the-job training and our expert team will guide technical and personal development. We'll also support the post holder to work towards a Level 3 qualification in Construction and the Built Environment that will solidify learning. As part of this role, the post holder is expected to attend college one day a week or for block release and complete the required assignments, along with any associated tests.

Key responsibilities

- You'll support the surveyors to provide the point of referral for all teams across the organisation where property expertise is required e.g. repairs, damp and mould, disrepair and complaints
- You'll listen to and log customers' queries during your joint visits. There will be a requirement to meet at designated pick-up point/s to accompany on site visits
- You'll always be courteous and professional, understanding the visibility of the role and the diverse needs of our customers
- You'll undertake inspections in tenanted 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 support with undertaking a full property damp and mould assessment and any other associated tasks arising from this
- You'll support with making 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 support in making sure legal, health and safety and regulatory compliance are maintained across Yorkshire Housing homes and escalate any risks
- You'll support and learn to 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

- Support with deescalating our low-level complaints and/or ensure the reporting or escalation of complaints. You'll also work with various team to resolve complaints.
- There will be a requirement to meet at designated pick-up point/s to accompany on site visits

As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

What you'll bring to the role

The main things:

- 5 GCSEs at grade 4 or above including English and Maths
- Enthusiasm for leaning a surveyor role. Passion to grow career in this space
- Health & Safety awareness
- 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 (training will be given)
- 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.

It would be a bonus if you have:

- Work experience in a similar role
- A valid UK driving license or working towards and access to a vehicle

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