

Job Description: Maintenance Surveyor.

Responsible to: Senior Assets Surveyor

Responsible for: No staff

Overall Purpose:

Working with the Senior Assets Surveyor to ensure that a high quality maintenance service is provided to Tai Ceredigion tenants achieving defined performance standards and within budget. Collaborate with other Property Services staff, Medra staff, and Housing Advisors to provide a first class seamless customer focused service.

Key Responsibilities – Functional

1. Be fully responsible for the day to day running of all maintenance work in your area, ensuring that all maintenance related functions including housing re-let works are undertaken in an effective and timely manner and to a high standard within the prescribed budget and targets
2. Oversee and assist with programming any investment works on Tai Ceredigion properties, including leasehold properties, roads & footpaths, play areas or garages within the area of operation, as well as any new build developments or any private works undertaken by Tai Ceredigion for private residents or another commercial organisation.
3. Ensure that all work is commissioned effectively in accordance with best practice and the Association's policies and procedures providing a high level of customer satisfaction.
4. Carry out diagnostic inspections and surveys on voids and occupied properties, preparing specifications and schedules where required, and recording all inspections, along with the findings of all inspections, reporting back to your line manager on a regular basis.
5. Monitor the amount of jobs completed on time, and establish ways of improving efficiencies alongside the Senior Assets Surveyor
6. Undertake spot checks on works undertaken by Medra and their sub-contractors
7. Ensure that all external works is issued to external contractors on the Ceredigion Minor Works Framework, the Carmarthenshire Framework or/and in accordance with the current Tai Ceredigion Financial Regulations.
8. Work alongside the Data Management Co-ordinator to ensure that any new appliance or element (eg Boiler, kitchens, windows) is recorded on the Keystone system alongside the necessary certification or warranty (Gas test certificate or Fensa certificate). Also ensure that the Data Management Co-ordinator is informed when materials or appliances are removed (e.g gas fire or asbestos) ensuring that all waste transfer notices are recorded in Keystone, and the asbestos register is updated.
9. Feed intelligence from the Medra Operatives to the Housing Maintenance Surveyor or the Housing Advisor
10. Prepare detailed schedule of works for Medra/Subcontractors to improve job costing & set targets for works to be completed
11. Along with your line manager, monitor budgets in your area on a monthly basis
12. Compare job out-turn costs against original schedule, and establish what caused any variations
13. Ensure that work is done to a good quality and on time
14. Carry out pre and post inspections in accordance with agreed targets, arranging inspection by specialist consultants when required in accordance with Tai Ceredigion procedures.
15. Ensure that maintenance work is undertaken to a high standard, and remedial action taken should the work not be undertaken to the expected quality.

16. Ensure that the relevant person is invoiced for any damage caused to a Tai Ceredigion asset.

Performance

1. Ensure that all re-let properties in your area are let within the prescribed targets, to the Tai Ceredigion's re-let standard and within the budget ensuring that all statutory inspections are undertaken (EPCs, Asbestos, Gas safety etc) as well as WHQS compliance information and location of services and instructions on using the landlord appliances/equipment.
2. Ensure that all tenants are satisfied with the refurbishment works to their homes, and being kept informed throughout the process, with any element of works that is not completed to a high standard is remedied immediately.
3. Attend tenant focus groups and forums when requested in order to obtain direct feedback on the services being provided, and discuss means of continually improving the service.
4. Liaise regularly with all members of the team, covering for colleagues when they are on leave.
5. Partake in a monthly performance and budget meeting.
6. Monitor the performance of each contractor, ensuring that the service provided is of high quality and is responsive, capturing and recording performance indicators
7. Ensure that all works and materials are procured in accordance with Tai Ceredigion's procurement, asset management strategy and financial regulations.
8. Follow the framework of performance management and monitoring, championing best practice and a high level performance culture throughout the Association.

Key Responsibilities - Corporate

1. To provide excellent customer service to internal and external customers.
2. Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner, considering tenant's cultural and diversity needs are managed and identify and implement opportunities for making best use of all resources.
3. Ensure that Tai Ceredigion and its staff comply with all legal, and statutory requirements along with best practice.
4. Ensure that you work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
5. In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
6. To carry out such other duties and responsibilities as may reasonably be directed by the Senior Assets Surveyor and Director of Property Services.

Person Specification: Maintenance Surveyor

All criteria are essential unless indicated otherwise

Qualifications

- Evidence of continually developing professional knowledge
- A recognised construction related higher level qualification (HND or HNC). A degree in building, project management, Quantity Surveying or maintenance related function is desirable.

Experience

- Been part of a maintenance team
- Experience of managing a range works packages on time, on budget, with high level of customer satisfaction
- A track record of a High level of customer care.
- A track record of getting works done right the first time
- Providing a customer focused service
- Achieving challenging targets and objectives.
- Evidence of achieving excellence in the delivery of services and commitment to continuous improvement

Knowledge/Skills

- Excellent technical ability, with good knowledge of the WHQS, building regulations and planning requirements
- Ability to work alone, and in a team, with excellent communication skills
- Ability to identify building defects and their remedies
- Budgeting and financial skills
- Up to date health and safety knowledge
- Have interpersonal skills
- Sound knowledge of performance management and how this contributes to business success
- Ability to plan, organise and prioritise effectively, in order to achieve targets and meet deadlines
- Sound verbal, reasoning and written communication skills

Leadership and Management

- Promotes equality and diversity in all aspects of employment and service delivery
- Ability to manage works efficiently

Personal Qualities

- A strong commitment to high quality customer service
- Adopts a flexible approach to the requirements of the job
- Adapts positively to change, with a strong desire to learn and develop Tai Ceredigion Cyf