

JOB DESCRIPTION AND PERSON SPECIFICATION

SPECIALIST MAINTENANCE TEAM SURVEYOR

APRIL 2025

Job Description

Job Title:	Specialist Maintenance Team Surveyor
Department:	Housing
Function:	Asset Management
Team:	Repairs & Maintenance
Post number:	S006396/S006397
Grade:	LBR 10
Hours/weeks: E.g. 36 hours/52.14 weeks	36 hours/52.14 weeks
Base location:	The Orchards Housing Office, Broadmead Road, IG8,
Reports to: Job title	Specialist Maintenance Manager
Responsible for: Job titles of direct reports	None
Role purpose and role dimensions:	<p>The Specialist Maintenance Surveyor will support the Specialist Maintenance Manager with the resolution of specialist and complex claims in line with housing legislation and protocols. This includes conducting property inspections, preparing technical reports, and coordinating necessary remedial works to ensure legal compliance and tenant satisfaction. The role is crucial in minimising risk and financial liability for the council. You will champion the customer's experience to improve customer satisfaction, whilst managing expectations.</p> <p>To act as professional witness in all repairs related claims allocated.</p>
Overview of the job	<ul style="list-style-type: none"> • Investigate claims in line with legal obligations under the Housing Act and related legislation. • Inspect properties, identifying defects, and recommending appropriate remedial actions. • Prepare detailed technical reports, schedules of works, and cost estimates. • Provide support to Aids & Adaptations & Home Improvement Team in the delivery of Disabled Facilities Grant works. • Act as the council's representative in legal proceedings, providing expert evidence when required. • Liaise with tenants, contractors, and legal teams to resolve Specialist Maintenance claims and repairs issues efficiently. • Oversee and ensure contractors deliver high-quality remedial works within agreed timescales and budgets. • Maintain accurate records of inspections, correspondence, and outcomes. • Prepare and agree valuations, variations, post inspections, and final accounts. • Provide professional advice on complex and specialist repairs issues to internal and external stakeholders. • Contribute to the development and implementation of policies to reduce claims, to support service development and improve service delivery

Key external contacts: Organisations	<ul style="list-style-type: none"> Contractors, Legal Representatives, tenants & leaseholders
Key internal contacts: Job titles or groups of staff	<ul style="list-style-type: none"> Asset Management colleagues, Housing Management, Legal Team, Homeownership Team, Home Improvement Team
Financial dimensions: Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.	<ul style="list-style-type: none"> Budget awareness relating to case management liaising with Service Manager, as necessary Approval limit of £5000
Performance Management	<ul style="list-style-type: none"> No line management responsibilities but will issue instructions to co-ordinators
Key areas for decision making:	<ul style="list-style-type: none"> Appropriate remedial actions to resolve cases
Other considerations: E.g. working patterns	<ul style="list-style-type: none"> To work 36 hours per week and where required take part in the out of hours on call rota, including weekends and bank holidays. For certain tasks the post holder may be exposed to disagreeable or unpleasant working conditions abusive customers, dirt, inclement weather. To embed the requirements of the Councils Equal Opportunities policy within the day-to-day activity of the demand led repairs service. The post holder will be committed to the wider equality agenda and adhere to the Councils Equal Opportunity goals. The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within your grading level and competence.

Person Specification

Job Title:	Specialist Maintenance Team Surveyor		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = Essential, 2 = Desirable</i>		A - I - T	Weighting
Minimum education/ qualifications:	HNC or equivalent qualification in a construction field	A/I	3
	A period of relevant practical experience to demonstrate competence in the field OR	A/I	3
	Equivalent knowledge and skill demonstrated from significant and relevant experience in a building, surveying or similar construction related environment.	A/I	3
Minimum experience/ knowledge/ skills:	Proven experience in investigating and resolving housing claims inc. disrepair & Damp & Mould.	A/I	3
	Demonstrable knowledge of housing legislation, including the Housing Act, Landlord and Tenant Act, and HHSRS and Awaab's Law.	A/I	3
	Experience in preparing schedules of works and managing contractors.	A/I	3
	Experience of supervision of contractors/sub-contractors working within agreed timescales with the ability to prevent exploitation or manipulation of a contract.	A/I	2
	Thorough knowledge and understanding of Health and Safety issues and requirements related to the Construction Industry.	I	3
Minimum competencies:			
Customer service	Substantial experience of working in a customer-focused front-line service.	A/I	3
	Ability to demonstrate professionalism and evenness of manor in dynamic situations with the ability to manage difficult/sensitive/confrontational conversations with empathy and understanding to a wide range of service users.	I	3
Communicating and influencing others	Excellent communication skills (in accurate spoken English or through a BSL interpreter), using verbal, written & electronic media, so that complex information is clearly understood and acted upon including the provision of written reports suitable for use in court, ombudsman cases or similar.	I	3
	Effective communication and negotiation skills to foster positive stakeholder relationships.	A/I	2

Analysis and judgement	Ability to identify and communicate remedial work requirements.	A/I	3
Planning, organising & achieving results	Good organisational skills to administration tasks and a 'can-do' attitude to problem solving to ensure all work progresses smoothly and with minimal inconvenience to the customer.	I	3
	Experience of working with limited supervision and on own initiative and the ability to seek advice or guidance with good team working skills as necessary.	I	3
	Ability to work under pressure, prioritise tasks and to manage time effectively to ensure work objectives & deadlines are met as well as to meet deadlines of the Housing Ombudsman in response to the Complaint Handling Code for every Specialist Maintenance claim.	I	3
Budgetary	The ability to manage a budget effectively on a case-by-case basis.	A/I	2
Special conditions:	Due to the requirement to carry tools and equipment the post holder must hold a full valid UK driving license.	A	3
	Have a working knowledge of business and teamworking applications, for example Microsoft 365 or equivalent, including email, word processing, spreadsheet, browser, team collaboration applications, and have a willingness to learn new applications and technology as required.	A	3