

JOB DESCRIPTION

JOB TITLE:	Building Surveyor
LOCATION:	Newlon House, 4 Daneland Walk, London N17 9FE
SALARY:	£44,625 per annum (pending pay increase in April 2024) and eligibility to join our performance related pay scheme
REPORTING TO:	Head of Service

JOB OBJECTIVE

To assist the Head of Service in delivering of all Newlon's all planned and reactive work streams. The post-holder will be responsible for managing the on-site delivery of all reactive/capital planned and cyclical works programmes, with a focus on quality, cost control and customer satisfaction.

SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1	To undertake full property inspections and detailed condition reports across all work streams including: Complex Repairs, damp and mould, complaints, insurance and pre-action protocol.	<ul style="list-style-type: none">• Attend and inspect overall condition of properties – including undertaking measured surveys and damp surveys• Write detailed inspection reports – which include photo schedule, detailed specification with SORS and draft programme is in place and agreed.• Ensure that all relevant parties both internal and external parties where required are informed and necessary insurance forms and decant forms are actioned and in place.
2	To manage all on-site coordination, control, quality and completion of all maintenance projects, including Insurance / Disrepair / Planned / Cyclical/ Reactive works	<ul style="list-style-type: none">• Agree access and working arrangement with the contractor,• Track and report project progress,• Ensure necessary consents, insurances and documentation is in place before allowing works to proceed,• Validate payment applications with the Contract Manager.• Ensure that Insurance claims are opened and progressed with loss adjusters.• Ensure that all Newlon's homes comply with landlords statutory obligations.

Key Tasks and Responsibilities		Performance Standards
3	Monitor and supervise the progress and quality of works.	<ul style="list-style-type: none"> Continuously monitor works against specification and method statements, Carry out regular site inspections to ensure standards and practices are satisfactory, Inspect finished works, produce snagging schedules and certification, Ensure all relevant documentation, warranties and certificates are received and recorded to Newlon's systems at completion.
4	Liaise with the Contractor's, loss adjusters and supervisory personnel to ensure the works are delivered on time and to required quality.	<ul style="list-style-type: none"> Attend and contribute to contract and site meetings, Agree and implement quality control procedures, ensuring effective and efficient quality inspections are carried out and recorded, Maintain a critical but constructive relationship with the contractors, Undertake a trouble-shooting role and provide guidance in respect of problems and defects.
5	To liaise with residents and stakeholders on projects, including dealing with complaints.	<ul style="list-style-type: none"> Act as lead person in managing and coordinating works programmes, Liaise with residents through a variety of channels, including as necessary holding surgeries and producing newsletters, to ensure timely information is provided, Manage any necessary resident access requirements and decants to facilitate the works, including liaising with the Lettings and Enforcement Teams, Respond to customer complaints promptly and within SLA, Complaints resolved to customers satisfaction wherever working with the service resolution team.
6	To manage inspections of communal areas following referrals from Estate Inspectors or contractor handyman service.	<ul style="list-style-type: none"> Pre and post inspections of Newlon communal areas carried out in a timely manner Repairs to be raised in the correct manner using Newlon's housing database Repairs completed within required timescales Approve requests for variations to works orders Approval and sign off of invoices in relation to repairs raised Attend when required performance monitoring meetings with all regular suppliers Performance is monitored and reported on a regular basis to the Repairs Manager

Key Tasks and Responsibilities		Performance Standards
7	To provide technical support and advice to Customer Service Centre (CSC) and other sections within the Newlon Group.	<ul style="list-style-type: none"> • Provide support and advice to front line staff dealing with repair requests • Reduce the number of pre-inspections required for day to day repairs • Correct, cost-effective and timely advice to internal customers on surveying and technical solutions
8	To champion innovation in delivering high quality finished work and an excellent resident customer service experience.	<ul style="list-style-type: none"> • Vet and agree/reject contractor proposals, • Provide challenge and scrutiny to the contractor, • Strong resident focus in delivery of works programmes, • Newlon Gold principles applied to the delivery of works.
9	To assist with procurement of suitable contractors and supplier chain for all Asset management's reactive/planned work streams.	<ul style="list-style-type: none"> • To write and prepare costed works budget Plan/Feasibility reports • Write detailed technical specification • Work with procurement to develop robust procurement plan / schedule • To undertake detailed assessment on all costs and ensure that best value is achieved at all times.
10	To assist the Head of Service in ensuring agreed works programmes and projects are completed on time, to budget and required quality.	<ul style="list-style-type: none"> • Clear and accurate reports presented on project performance against agreed performance indicators, • Performance issues reported and suppliers challenged where necessary, • Assisting the Contracts Manager with information for valuation, RFI's and details of unforeseen works.

Key Tasks and Responsibilities		Performance Standards
11	To ensure that exposure to risk from a Health and Safety or Statutory Compliance failure is minimised.	<ul style="list-style-type: none"> • Ensure contractors are provided with relevant information about hazards within properties, including the risk of asbestos, • Carry out duties to meet health and safety regulations, including CDM, • Continuously monitor contractor compliance with legislation, the agreed health and safety plan and their RAMS, taking prompt action for non-compliance, • Ensure all incidents are investigated and reported, • Carry out all obligations relevant to your role under the internal procedure. • To under stock condition surveys to ensure all Newlon's stock complies within Decent Homes and Landlord repair obligations.
12	To be part of Newlon's Property team.	<ul style="list-style-type: none"> • Fully participate in property team meetings, • Preparing and contributing to plans and strategies, • Assist in setting budgets and making bids for funding, • Writing and contributing to reports, • Assisting in delivering corporate and Departmental objectives and the business plan are delivered.
No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		