L&Q Group

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| **Role title** | Stock Condition Surveyor | | | | | | | **Date** | | April 2021 | |
| **Reports to Title** | Senior Investment Strategy Manager | | | | | | | **Version** | | V1 | |
| **Role Persona** | Agile | | | | | | |  | |  | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **\*** | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| Purpose Responsible for collecting accurate stock condition data on all properties and associated assets held across the Trust, taking account of all the surveys, repairs, maintenance and improvement works undertaken by the Trust, external consultants, contractors and partner organisations. The post holder is required to undertake surveys and reports, relating to the condition of the housing stock, that will help inform strategic investment decisions. | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. | | | | | | | | | | | |
| Leadership and management including customer service/ values:  Contribute to the Asset Strategy team’s day to day activities, driving best practice whilst setting an example in delivering excellent customer service in line with L&Q values. | | | | | | | | | | | |
| Strategy/ achieving objectives:  To Undertake stock condition to assess the condition of the property and remaining life of key building components. In-line with Trust’s policy to undertake a rolling stock. To evaluate the energy efficiency rating of every Trust dwelling | | | | | | | | | | | |
| Working with others – internal:  Collaborate with divisional colleagues and those within the wider group regarding the preparation and dissemination of information and the overall management of the various data sets. Contribute to project team/working groups as required and facilitate and implement change where required. | | | | | | | | | | | |
| Working with others – external:  To carry out and validate as required, stock condition surveys and information provided by external surveyors, consultants, contractors, partners organisations or others in order to maintain data integrity. | | | | | | | | | | | |
| Budgetary responsibility:  Contribute towards the control of asset strategy budgets within the department | | | | | | | | | | | |
| Compliance:  Ensure H&S, regulatory, legal & governance compliance for areas under the job holder's control. | | | | | | | | | | | |
| Records and systems:  You will be fully conversant on all of the departments data systems, being able to provide reports, support, guidance and training as required by keeping self up to date on its use and providing any necessary training as required | | | | | | | | | | | |
| Risks:  Manage risks associated with areas under the jobholder's control. Ensure that effective controls are in place to highlight and limit risk. | | | | | | | | | | | |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | |
| Work within the expenditure authority levels to which your role is accountable. | | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | |
|  | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | |
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| **Technical Knowledge/Skills** | | | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | | | |
| Extensive knowledge and experience in carrying out stock condition surveys to residential properties | Demonstrable experience of data administration, management, and interpretation and change control processes. | | |
| Minimum HNC in surveying related field or equivalent skills with proven experience of carrying out programmes of stock condition surveys | Has Level 3 certificate in domestic energy assessment | | |
| Has good IT skills and knowledge of Microsoft Office, housing and property management system | Is able to plan, organise and prioritise a busy workload, whilst working on a mobile basis, and keeps excellent records | | |
| Exceptional standards of customer care and the ability to deliver accurate and clear communications in writing, face to face or by telephone | Proven ability to build and maintain effective working relationships with Contractors, resident groups, consultants and internal departments at all levels | | |
| Excellent knowledge of compliance appertaining to a social landlord, in particular knowledge around fire safety | Good knowledge of building construction, standards, and legislation, and an ability to diagnose and specify remedies to building defects | | |
| **L&Q Values** | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviors and actions. | | | |
| **People** | | | |
| We care about the happiness and wellbeing of our customers and employees | | | |
| **Passion** | | | |
| We approach everything with energy, drive, determination and enthusiasm | | | |
| **Inclusion** | | | |
| We draw strength from our differences and work collaboratively | | | |
| **Responsibility** | | | |
| We own problems and deliver effective, lasting solutions | | | |
| **Impact** | | | |
| We measure what we do by the difference we make | | | |
| **Other** | | | |
| Commit to supporting L&Q’s environmental policy and social mission  I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | | |