**L&Q Group**

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| **Role title** | **Building Surveyor Direct Maintenance** | **Date** | Sept 2018 | |
| **Reports to Title** | Maintenance Team Manager | **Version** | 1 | |
| **Responsibility for End Results** | | | | |
| **Purpose -** To deliver a high quality surveying service, supporting our Direct Maintenance (DM) division, providing high levels of technical support to the team | | | | |
| **Key Responsibilities / Deliverables:** | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | *Time*  *(%)* |
| 1. Leadership and management including customer service/ values   Support Maintenance Managers, Maintenance and Contract Supervisors by carrying out the more detailed inspections and surveys to manage the defects and latent defect issues. This will include liaison with development aftercare teams, and providing specialist technical support to the wider DM operation and to the regions. Prepare detailed specifications for tender purposes and for tackling latent defects, insurance claims, to evaluate projects and project manage the works to completion. Provide cost details and projections. Produce value for money evaluations/reports and to inspect for quality and customer satisfaction. | | | | 25% |
| 2. Strategy/ achieving objectives  Provide detailed technical support where required, based on outturns and requests from our database and DM management. Carry out detailed property surveys, supplementary pre and post work inspections, provide technical advice, value for money reports, property condition reports, minor insurance claims, property adaptations and to provide works specifications supporting DM people managers | | | | 30% |
| 3. Working with others – internal  Ensure delivery of the Trust’s objectives by working collaboratively with all Trust teams specifically Housing Services, Direct Maintenance, Service Delivery Teams, Leasehold Management, Revenue, Service Charge Team, Supported living, Caretakers and Development | | | | 5% |
| 4. Working with others – external  Work with a variety of stakeholders and partners specifically, Insurers, In-House and external Legal team, Neighbourhood committees, Contractors, Loss Adjusters, Consultant/ Engineers and Development. | | | | 5% |
| 5. Budgetary responsibility  Management of project budgets, delegated accountability. | | | | 5% |
| 6. Compliance  Ensure compliance in respect of governance and adherence to relevant statutory and regulatory provisions around service delivery, ensuring cost effectiveness and avoidance of fraud. To ensure that contract terms and promised deliverables are adhered to. | | | | 10% |
| 7. Records and systems  Maintain the necessary relevant Trust records and systems providing accurate reports on the service, complaints, and contractor performance. Ensure your work is delivered in accordance with policies, procedures and standing orders. | | | | 10% |
| 8. Risks  Manage risks associated with the role, specifically around budget utilisation of fragmented projects, ensuring consistent approach and quality of service. To monitor and prevent Fraud, service delivery, lone working, health and safety and contractor performance. | | | | 10% |

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| **Financial Responsibility:** | | |
| Project defined – ability to manage project budget £5k -£100k | | |
| **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  None | | |
| **Knowledge, Skills and Abilities:** | | |
| Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications. | | |
| **Sector/ specialist knowledge & experience**  Excellent knowledge of building construction methods - Essential  Excellent building surveying skills, in particular relating to building defects and dilapidations - Essential  Experience in a housing environment – Desirable  Experience in general Health and Safety practices, – Essential  Experience of liaison with local resident groups. - Desirable  Understanding of contract law and housing law – Essential  Experience in managing Legal Disrepair claims and the use of the Disrepair Protocol – Desirable  Demonstrable experience of delivering high quality, efficient delivering housing maintenance services – Essential | | |
| **Management & leadership**  Experience in managing contactors and consultants - Essential | | |
| **Finance & commercial experience**  Experience of monitoring financial budgets including project budgetary control – Essential  Understanding of fraud prevention - Essential | | |
| **Communication & influencing skills**  Strong customer focus and utilisation of customer service skills - Essential  Ability to communicate, influence, negotiate and chair meetings with a variety of stakeholders - Essential  Ability to present information to a diverse internal or external audience, including delivering formal presentations - Essential  Ability to contribute and work on their own and to build relationships within a diverse team - Essential  Ability to analyse, interpret and deliver detailed information including report writing skills - Essential | | |
| **Organisation & planning skills**  Strong organisation skills with high levels of prioritisation and planning ability - Essential  Flexible approach – Essential | | |
| **Academic & professional qualifications**  Educated to degree level – Essential  Professional qualification of either full MRICS or MCIOB - Desirable  CEng - Desirable | | |
| **IT knowledge & skills**  Ability to use the full suite of Microsoft Office package including advanced Excel - Essential  Understanding of databases - Essential | | |
| **Other**  Ability to take ownership and responsibility - Essential  Ability to execute specification requirements - Essential  Ability to manage conflict - Desirable | | |
| **L&Q Values** | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours 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 | | |