

Job Description

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| Job Title: | Senior Building Surveyor |
| Reporting to: | Surveying Manager |
| Department: | Asset Management |
| Direct Reports: | 4 |
| Budget: | None |
| JD date reviewed: | September 2023 |
| Job Level: | 15 |

Job Purpose

Lead a team of surveyors whose job purpose is maximise the integrity of Eastlights asset data to ensure the efficient investment in our homes and broader assets.

Key Strategic Responsibilities

- To ensure the surveying team are managed and developed to deliver services required by Eastlight Asset core functions. To act as a further level of escalation for matters which are being handled by the surveying team and technical.

Key Functional Responsibilities

- Oversee and to maintain the quality of Stock condition surveys on all of Eastlight habitable and non-habitable assets including residential property, offices, commercial buildings and plant in line with the Asset Management Strategy
- Develop and deliver training plans to new roles within the surveying team to ensure data is being captured consistently to a high standard across the team
- Oversee completion of Damp and Condensation surveys (intrusive where required) to properly identify causation and make recommendations for remediation
- Commissioning damp surveys by third party when required
- Oversee Disrepair from Surveyors reports, providing recommendations and risk-based commentary for Senior Management to ensure Eastlight made best informed commercial decision. Assessing repairs, disrepairs, alongside the severity of case and urgency of work required. Collaborating with Solicitors, stakeholders, and customers through the legal process to ensure high service standard
- Project Manage complex disrepairs/cases through various contractors. From inception of specification, works in progress updates through to completion
- Liaison with Insurance on larger projects which has commercial risk in relation to properties an efficient manner to protect the business against associated risk
- Escalation for decision in relation to property inspections relating to Landlord's consent and provide technical knowledge to make / refuse decisions
- Manage and deliver the production of all Energy Performance Certificates and energy data capture to inform Eastlights Asset Database/systems
- Manage the structural process including the management of third-party engineers to properly identify causation and make recommendations for remediation. Creating specifications when required and manage the delivery of remedial works

- Develop and collaborate on processes within Asset Surveying Work Streams and deliver strategic plans for implementation
- To collaborate with Eastlight management to ensure complex property issues, disputes, disrepair, or complaints are proactively tracked and monitored
- To provide support and lead on more complex property issues, disputes, or complaints as required, to include producing technical reports and/ or specifications and overseeing the resulting works
- To provide technical advice and guidance to all internal departments, in addition to communicating with external stakeholders
- Carry out other building surveys to Eastlight assess as required
- To manage and support with HR responsibilities such as annual leave, sickness, 1-2-1's and PIR's for Building Surveyors
- Maintain excellent communication with customers
- Assist the delivery of disposals reports ensuring quality data is collected in collaboration with Asset Team. To ensure the Eastlight Executive team are able to make informed decisions in relation to Asset Disposal
- Review tender responses as part of tender panel evaluation, ensuring Eastlight receives best value for money
- Cover of duties for building surveyors when required

Person Specification

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| Education & qualifications | <ul style="list-style-type: none"> • HNC/HND in Building Surveying or Building Studies / Construction or equivalent • CIOB/RICS membership or working towards • Evidence of Continuing professional development |
| Experience | <ul style="list-style-type: none"> • Proven surveying experience and exceptional technical knowledge in domestic property construction • Experience of working in social housing at management level • Proven experience of defect identification, causation and mitigation • Knowledge and experience of managing Disrepairs, Structural and Damp, Mold and condensation surveying projects, including the management of third-party engineers • Ability to build partnerships and work collaboratively with others to meet shared objectives • Experience in writing, reviewing technical report and best working practices within the relevant environment • Experience in commissioning and managing consultants • Experience of managing staff • Demonstrate VFM in delivery of specification of work projects in relation to disrepairs or damp works • Successful, recent experience of working to deadlines and working unsupervised to a high standard |

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| <p>Knowledge and Skills</p> | <ul style="list-style-type: none"> • Comprehensive knowledge and understanding of relevant construction / health and safety legislation and regulations, including knowledge of the Housing Health and Safety Rating System (HHSRS) • A responsive constructive and flexible attitude towards working arrangements within a team environment • Demonstrate ability and commitment to customer care • Strong communications skills, stakeholder management and the ability to build professional relationships • Demonstrate ability and commitment to customer care • A commitment to seek new ways of working to achieve continuous improvement • Ability to influence and gain trust in others through honesty, integrity, and authenticity • A commitment cultivate innovation to create new and better ways of working to achieve success • Proven IT skills including using Microsoft packages and report writing skills • Current full UK driving license and use of a car |
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