



## Job Description

<b>Job title:</b>	Senior Maintenance Surveyor
<b>Responsible to:</b>	Property Services Manager
<b>Purpose of the post:</b>	<p>To take a leading role in delivery of a high quality, customer focused responsive repairs service and by doing so helping to ensure Hastoe repairs and maintains its property economically and in accordance with the requirements of its policies, procedures and the law. To conduct Hastoe's business efficiently and effectively and to maintain and improve standards. To oversee and administer repairs and maintenance contracts ensuring contract terms are complied with and service standards met. To manage a high performing team of Surveyors in the delivery of responsive repairs and voids.</p>

### **Objectives of the post:**

- Oversee the delivery of responsive repair and void works within Hastoe's East Region including oversight and day to day management of maintenance and repair contracts.
- Manage a team of Regional Maintenance Surveyors in the day to day delivery of responsive maintenance and void works; ensure 1-2-1's and team meetings are held regularly; review team workload/tasks; oversee and review complaints handling, compensation claims and service failures; lead on resolution of any recurrent contractor related issues.
- Ensure contractors are meeting contractual KPI's and manage a process of performance improvement where this is not happening.
- Provide technical support to Regional Maintenance Surveyors on building defect/repair issues.
- Undertake weekly/monthly reporting on repairs performance and ensure audit recommendations are being adhered to.
- Attend monthly meetings with other teams within Hastoe to discuss repair/void works and represent Property Services East Team.
- Work with the planned team in providing information and data to support development of the planned programme.
- Take the lead in ensuring FRA actions are closed out in a timely manner.



- Assist the Property Services Manager in the procurement and mobilisation of responsive repair contracts.
- Manage formal complaints with a focus on overall service improvements.
- Manage disrepair claims.
- Participate in the out of hours emergency rota.
- Review, process and approve payments within authorised limits.
- Deputise for Property Services Manager when required.
- Hold monthly contract meetings with term maintenance and repair contractors. Take the lead on contract administration to ensure contract terms and conditions are adhered to.
- Work collaboratively with colleagues across the Hastoe Group to ensure provision of excellent, joined up, timely services.

### **Organisational**

- Act at all times within Hastoe Group's rules, policies, procedures, standing orders and financial regulations.
- Support the development and implementation of the Greening Hastoe policy and strategy to support environmental responsibility.
- Uphold the Group's values, policies and practices in respect of equality, diversity and inclusion, and act as a champion for these in all dealings with colleagues, customers, partners and other stakeholders.
- Understand and comply with the organisation's health and safety policies and practices and ensure that these are administered in area of responsibility.
- Comply with and support the organisation's Anti Fraud and Anti Money Laundering Policies.
- Participate in agreed training in all areas of the organisation's work, including e-learning and attendance at internal and external courses.
- Carry out other duties as may be reasonably assigned from time to time, such duties to be compatible with the level of this job description.

\*This job description is an accurate reflection of the duties of the post at the time of writing but will be changed from time to time to meet the changing requirements of the Association.



## Person Specification

Attributes	Essential	Desirable
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Basic literacy and numeracy. 'O' Levels / GCSE or equivalent in English language and mathematics</li> <li>• BTEC National Diploma in Building Studies or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Degree in Building Surveying, Quantity Surveying, Facilities Management or equivalent.</li> </ul>
<b>Skills and Experience</b>	<ul style="list-style-type: none"> <li>• Experience in managing a high performing team.</li> <li>• Experience of supervising contractors on site</li> <li>• Have a good working knowledge of building construction, building regulations and Health &amp; Safety legislation</li> <li>• Able to negotiate with contractors</li> <li>• Experience of housing maintenance work in a Housing Association or Local Authority environment.</li> <li>• Preparation of insurance claims and dealing with loss adjusters, residents and/or their representatives</li> <li>• Experience in dealing with disrepair claims and managing this process.</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Able to work on own initiative to organise own workload and establish priorities</li> <li>• Confident in managing repairs contractors in line with contract documents</li> <li>• Excellent leader and team motivator</li> <li>• Able to prepare reports and understand repairs statistics.</li> </ul>	



**Personal  
Circumstances**

- Possession of a full, clean driving licence
- Ability to work in the office and visit estates in the Hastoe east region and beyond, sometimes leaving early or arriving back late or staying overnight.
- Ability to undertake necessary travel.