

Role profile

Job title	Asset Surveyor
Department	Asset Management
Reports to	Repairs Manager
Job level	3
Review date	June 2023

1 Role purpose

A summary of the core purpose and overarching responsibility of the role.

1.1	To provide the asset delivery team with up to date technical information about the condition of the group's housing stock to inform investment decisions.
1.2	Ensure works undertaken to the Groups properties are undertaken to good standard and are free of defects
1.3	To diagnose and advise on appropriate remedial works for complex repair and building defect issues.

2 Key responsibilities of the role

A non-exhaustive list of the key role responsibilities and duties to be carried out by the post holder.

2.1	Provision of an effective repairs and maintenance service to properties in any designated area as instructed by line manager
2.2	Programme and carry out pre and post inspections of all properties under management as required
2.3	Project manage asset management contracts/programmes to ensure quality of work and compliance with the Group's requirements
2.4	Liaise as required with suppliers and consultants in respect of technical and construction matters
2.5	Provide technical advice and assistance to customers, colleagues, contractors and other external partners
2.6	Work closely with other departments to provide a fully integrated and customer focused service.
2.7	Assist line manager in contributing to customer complaints resolution

2.8	Proactive approach to resolve complex customer queries relating to asset delivery
2.9	To inspect, identify and resolve structural issues as required
2.10	Authorise expenditure in accordance with financial regulations
2.11	Work with contractor & neighbourhood team to ensure effective management of void properties. Ensure works carried out to void standard & that properties are ready to let in order to minimise rent loss and associated void costs in line with targets
2.12	Follow procedures and financial regulations for obtaining tenders and quotations
2.13	Monitor contractor requests for works/cost variations, resolving discrepancies and queries where necessary, ensuring a value for money service
2.14	Monitor performance of contractors and consultants involved in asset delivery to minimise operational & financial risk
2.15	Deliver stock condition surveys to identify repair and improvement programmes and support asset management stock condition profile
2.16	Prepare tender documentation, obtain tenders/quotations in line with appropriate financial regulations
2.17	To identify any changes in current legislation and ensure that policy and procedures are changed accordingly
2.18	Participate in the development of related policies and procedures across the Group
2.19	Facilitate home improvement requests including checking relevant documentation & post inspecting works
2.20	Engaging with customer and external suppliers in relation to land, utility & building requests

3 General responsibilities

A summary of universal responsibilities and requirements of all roles across The Regenda Group.

3.1	To understand and support The Regenda Group's commitment to regenerating places and creating opportunities for people and to actively contribute to achieving this vision within the job role
3.2	To ensure compliance with the Group's Health and Safety policies
3.3	To support and uphold the Group's internal customer service standards
3.4	To undertake relevant Continuing Professional Development applicable to professional bodies relevant to the role and be prepared to undertake training as directed by the Group
3.5	To attend meetings and events as may be required from time to time at other Group offices and external locations which may not be easily accessible by public transport
3.6	The post holder may be directed by their line manager to carry out other duties and responsibilities in line with his / her post, grade, skills, knowledge and experience

4 The Right Fit

A list of the desired skills, experience, knowledge and personal attributes to ensure individuals are 'the right fit' for the Company and the role.

4.1	A relevant building qualification to HNC or above
4.2	Knowledge of contract management in a building maintenance environment
4.3	ICT literate. Experience of maintaining accurate records on an asset management system or data base
4.4	Ability to diagnose potential issues with building pathology when carrying out property surveys
4.5	Knowledge of Health & Safety and Building Regulations and the ability to read and understand drawings, plans, schedules of work and make accurate mathematical calculations
4.6	Experience of managing Contractors to successfully undertake planned works to occupied rented properties
4.7	A working knowledge of Disrepair and Fitness for Human Habitation legislation and protocols
4.8	A working knowledge of repairs and maintenance services

5 Our values

The post holder must be able to demonstrate our values in the workplace.

5.1	Customer centric
5.2	High performance
5.3	Efficiency and value for money
5.4	One team
5.5	Ambition and dynamism
5.6	Openness and honesty