

Role Title	Disrepair Surveyor
Reports to:	Disrepair Manager
Job Family	Housing Assets
Competency Level	Principal Officer
Pay Range / Scale	PO5
Purpose To assess and address disrepair maintenance issues across LBWF's portfolio and support the Repairs Partnering team, to ensure contractors, consultants and partner agencies achieve high quality work across all repair contracts to compliance standards, specification, schedule, and cost. Keep detailed digital records and provide reports of various aspects of work, based on frequent site visits, and ensure the asset management database is updated. The position is committed to delivering a resident focussed approach when dealing with disrepair cases. Close collaboration and support will be essential in coordinating with the Building Safety Operations and Building Safety Compliance teams to ensure our homes are safe and regulatorily compliant.	
Generic Accountabilities	End Results/ Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints. Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and

	accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised, progress and implications are reported. The council's position is clearly stated.
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion, or escalated if appropriate. Risk to the Council / customers is minimised.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
Challenge customers' practice and minimise risk, referring concerns to line manager.	Customer risks are assessed. Relevant health, safety and welfare requirements are met.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.
Lead projects or improvement programmes, or contribute to the delivery	Practical, effective solutions are developed and delivered in accordance with legislative

of larger projects	requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues. Projects are delivered to agreed specification, timescales and budgets. All project documentation and reports are completed correctly.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Where required, design and specify works, obtain estimates, oversee delivery, monitor expenditure, and complete sign	Effective management of the end-to-end process of designing and specifying works including obtaining estimates overseeing

off.	delivery and monitoring expenditure.
High level of resident engagement to understand and document their concerns regarding their home.	Accurate issue identification, allowing for a tailored response to disrepair cases, enhancing resident satisfaction.
To collaborate with housing and legal teams in addressing potential disputes related to disrepair claims.	Effective dispute resolution through prompt and collaborative working.
To undertake inspections and audits of partnering contractors particularly in relation to disrepair. Reviewing completed work against the schedule and contractor invoices and resolving issues as necessary	Quality of work completed by contractors is of a high standard and costed correctly.
To provide management reports and schedules relating to any deficiencies identified, and when necessary, certify rectification of snagging of items.	Clear communication of issues identified, schedules of resolution created and certified confirmation of rectified snagging items, which contributes to effective management oversight and timely completion of necessary tasks.
Work closely with the Repairs Partnering team ensuring all relevant legislation is being adhered to. Ensure safety, quality, and productivity assessments are carried out so that all work complies with current codes of practise, standards, and legislation, particularly health and safety.	Establish collaborative relationship with the repairs partnering team, ensuring strict adherence to relevant legislation.
Where required, design and specify works, obtain estimates, oversee delivery, monitor expenditure, and complete sign off.	Effective management of the end-to-end process of designing and specifying works including obtaining estimates overseeing delivery and monitoring expenditure.
As required support other surveying functions within Housing Assets.	Maintain control to prevent the accumulation of work backlogs, ensuring that tasks are consistently managed in a timely manner.

Nature of Contacts

Typically involves Heads of Service, and Senior Managers across the authority, Contractors, external agencies and organisations providing advice regarding Stock condition
Will involve direct contact with members of the public.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

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Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Has regard to the requirements of Service plans, Housing Asset Management Strategy, TPC contractual requirements, MHCLG Consolidated Guidance , Statutory Building/Health and Safety requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.

Decisions will be made based on Council procedures, TPC contractual requirements , Building /Health and safety requirements.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

The Council's stock is over 10, 000 homes

The Housing Asset Management budget is over £20m p/a

Resourcing

Budget Responsibilities: contributes toward managing the Housing Asset budget

Supervisory Responsibilities: Nil direct-matric management other staff within the Housing Assets Division.

Knowledge, Skills and Experience

Experience of administering building contracts.

Experience of administering partnering contracts.

Experience of building surveying in residential environment

Experience of Stock Condition Surveys

Experience of HHSRS assessments

Experience of liaising with residents

Knowledge of Asbestos Regulations.

Housing legislation and regulations with particular reference to repairs, maintenance

Project Management Skills

Applying Health & Safety, Customer Care and Communications policies appropriately

IT literate, particularly with Microsoft Office, Word, Excel.

Good report writing skills

Indicative Qualifications

Relevant Building qualification, NVQ, ONC, Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

