

Building homes,
independence
and aspirations



Job Profile

Job Title	Home Condition Surveyor
Reports to (job title)	Maintenance Home Condition Manager
Job Reference No.	HOMEJD848

The job in a **nutshell...**

Acting as a Home Group Ambassador you will carry out condition surveys of our rented properties. You will collect data, both internally and externally to help us inform our internal planned maintenance programme. This will ensure we deliver on our customer promise, carrying out work at the right time to ensure our customers have a safe place to live.

You may also be called upon to survey and sign off small building works, monitoring and inspecting contractors works as and when required.

What **success** will look like...

All our properties will have an up to date and correct survey complete with updated lifecycle information for components from, Kitchen and Bathrooms to Roofs and Garden Walls. You will ensure the information is fit for purpose and properties are the best they can be for our customers.

You will work closely with the local Maintenance Surveyors from our Compliance, Planned and Responsive teams in your area to understand the issues and common defects that may be relevant to your survey or area, you will also work closely with our Design & Performance Surveyor and asset team to work through any questions or issues that may arise as part of the role.

You will also be great at building relationships with our customers, listening to any concerns they may have or helping to arrange emergency repairs to make sure the property is safe.

You will also periodically work with contractors to check work is completed to a high standard, identify safety issues in properties and provide assistance on energy usage and sustainability when needed.

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You'll already have these **brilliant** skills, qualifications and knowledge...

Hold a relevant HND or HNC in a relevant construction discipline or have relevant experience in construction and the built environment, demonstrating a genuine interest in construction, repairs and maintenance and design, ideally gained within the Social Housing sector.

You understand how stock condition surveys work and their importance to the way information is stored, modified and used in the bigger planned maintenance programme.

Knowledge of housing repairs and improvements, including experience of Building Regulations, best practice, Housing Health & Safety Rating System (HHSRS), an understanding of sustainability and its importance in social housing and ideally be a registered energy assessor (or willing to work towards becoming one) be confident working to guidelines, specifications, contracts and data.

You will have a keen eye for detail and be comfortable working on your own (Don't worry though, you are part of a bigger team of surveyors in your patch so will have plenty of colleagues to ask questions to!) and dealing with a large amount of data. Being friendly and courteous to our customers and instilling confidence in what you do and the data you are collecting.

You should also be an excellent planner having the ability to understand your area and workload and turn this into a deliverable plan of action so that the required surveys are completed each day.

A track record of collaboration and contribution.

Experience of communicating with employees, customers and stakeholders at the right level, communicating complex specifications or legislative requirements that harness change and transform ideas into actions.

Hold a full UK driving license.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Be or understand the HHSRS practitioner role

Be a Domestic Energy Assessor (Qualified)

Interpreting technical drawings and guides

We're all **accountable** for..

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

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Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other **important** stuff...

You'll be a budget holder? No Yes

You'll manage people? No Yes

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional Regular Frequent



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