

Building homes,
independence
and aspirations



Job Profile

Job Title	Maintenance Specification Surveyor
Reports to (job title)	Maintenance Contracts Manager
Job Reference No.	HOMEJD840

The job in a nutshell...

You will review our maintenance specifications redesigning these where required and introducing new ones as appropriate, making these fit for purpose, robust, consistent and future focused. Working collaboratively, you'll be the "specification oracle" to colleagues within our development and delivery teams, as well as to planned maintenance projects being delivered through new channels within the business. You'll analyse what works best to provide practical solutions that not only meet all regulatory standards but also reflect best practice within our industry.

You advocate and champion the purpose and value of consistent or standardised clear specifications across the business. Working collaboratively, you provide a holistic view of all maintenance specifications and processes across current products ensuring quality delivery and assurance. You use your great insight into the challenges faced by Home Group to lead in improving through informed and improved specifications.

You'll work with colleagues in the wider business to ensure that they design and implement maintenance specifications and have these at the forefront of their minds when considering new projects.

Assisting the Maintenance Contract Manager, you will develop Home Group specifications and other maintenance design functions, including product research, indicative costings and preliminaries. Improvements will be implemented through creative thinking, effective procurement and standardisation.

What success will look like...

You've produced a new suite of specification documents for use by the whole group from Maintenance to Development, driving down into the detail to bring maintenance to the front of specifications so that we deliver our customer promise.

You're part of the team, integrating into different services across the group to understand what specifications mean to them and what effect that has on our customers.

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You're familiar with NBS Chorus and confident in your ability to set up new masters and projects in the system, collaborating with internal and external stakeholders to build robust and useable specifications.

We provide a proactive and commercially focussed service to our customers, achieving our customer satisfaction levels, service standards, KPIs and most importantly delivering on our Customer Promise.

We always keep the customer experience at the forefront of our minds, acting quickly when things go wrong, taking ownership and accountability to put things right through collaborative working, clear communication and keeping accurate records.

We'll stand by the work we deliver, with the knowledge that we're prioritising the right tasks, at the right time, for the right reasons – working to our Operational plan.

We've forged strong and positive relationships with contractors and colleagues across the business, enhancing our reputation for delivering a service that strives to get things 'right first time' and understanding how the part we play fits into the wider organisational goals.

We don't accept poor performance in our properties, so we carry out regular audits and post-inspections to make sure we're satisfied with the quality and condition of work, in adherence to legislation and statutory compliance. We quickly address and resolve any work or conditions that have fallen short of our standards.

Working with others across maintenance and the wider operations directorate to collaborate with key stakeholders ensuring end to end completion of works with strong customer and colleague communication throughout.

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

Hold a relevant degree 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 contract administration and its importance to the way information is stored and modified and are comfortable with CDM 2015 in the role of the Principal Designer.

Knowledge of housing repairs and improvements, including experience of Building Regulations, systems and materials and confident working to specifications, contracts and data.

A track record of collaboration and contribution. Supporting colleagues to enhance and develop their skills and experience, whilst having the confidence to challenge other ideas and create a positive shared learning culture.

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)

Professional Membership and / or Management qualification, RICS, CIOB or equivalent

An appreciation of BIM Level 2

Interpreting CAD and other technical drawings

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

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That's when it hits home

www.homegroup.org.uk/careers

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.

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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