

Job Profile

Job Title	Maintenance Surveyor	
Reports to (job title)	Maintenance & Contract Manager	
Job Reference No.	HOMEJD246	Issue date: July 2025

The job in a nutshell...

Surveying and inspecting homes to ensure they're safe, well maintained, and meet required/regulatory standards. Identify issues, arrange repairs, and oversee improvements, ensuring everything runs to schedule. The focus is on making our customers' homes comfortable, safe, and up to standard.

Working within our maintenance workstreams, you'll provide reliable and consistent outcomes to all Home Group customers, colleagues, and stakeholders.

What success will look like...

A proactive and commercially focussed surveying service is provided to customers and management teams, achieving our customer satisfaction levels, service standards, Key Performance Indicators (KPIs) and most importantly delivering on our Customer Promise.

Keeping the customer experience at the heart of what you do, acting quickly when things go wrong. Taking ownership and accountability to put things right through collaborative working, clear communication and keeping accurate records (working smarter not harder).

Delivering works with the knowledge that we're prioritising the right tasks, at the right time, for the right reasons – working to our Operational plan.

Forging strong and positive relationships with contractors and in-house teams across the business, enhancing our reputation for delivering a service that strives to get things 'right first time.'

You regularly carry out quality checks and pre/post inspections to make sure the quality and condition of work adheres to legislation and statutory compliance, quickly addressing and resolving any work or conditions that have fallen short of our standards.

Being curious and confident to challenge spend with a commercial mindset, working to schedule of rates (SOR's). Working to procurement and contract rules including keeping projects and programmes delivered on time and within budget, returning value for money to the organisation.

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.

Work with your manager to agree on your main tasks and focus area. Be a team player, prepared to travel or support other workstreams when needed to meet customer demand.

Complex surveying and diagnosis of our buildings and capturing accurate system records, scopes of works, measures, and materials. Identifying solutions for problems such as damp and mould and disrepairs, to enable works to be carried out to the correct specifications and required standards.

All works meet the required Health and Safety legislative standards with zero tolerance to non-compliance. You will play your part in ensuring our full compliance to CDM regulations and works are being delivered safely for our customers.

Appropriate consultation for Leaseholders is undertaken with regards to procuring works in line with Section 20 legislation.

Possess a good knowledge of Building and Planning regulations, Decent Homes Standard, Landlord and Tenant Act particularly, Homes (Fitness for Human Habitation) Act. Including HHSRS.

You will play a lead role in diagnosing and managing repairs, ensuring our homes are safe, habitable, and compliant with all relevant legislation—including the new requirements under Awaab’s Law.

Ensure all hazards covered under Awaab’s Law are addressed within the statutory timeframes, starting with damp, mould, and emergency repairs from October 2025.

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

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>Energised - We are self-starters</p> <ul style="list-style-type: none"> • Be well organized • Be proactive • Strive to get it right first time • Be technical specialist 	<ul style="list-style-type: none"> • Educated to Degree level in a construction related discipline or have a HNC/HND or equivalent qualification within a surveying or building related field, with at least 4 years’ experience and working towards a degree in a construction related subject. • Knowledge of the causes of damp and mould, with a qualification at PCAQT level or a willingness to complete the qualification

	<ul style="list-style-type: none"> • Understanding of CDM regulations with a specific focus on undertaking the client and design roles
<p>Caring - We get where our customers are in their lives</p> <ul style="list-style-type: none"> • Listen to our customers to understand their needs • Recognise that each customer is different adapt, a flexible personal approach • Understand how your role makes a difference to our customers 	<ul style="list-style-type: none"> • Experience of diagnosing and scoping property condition including disrepair and dilapidation surveys and remedial works. • Solid understanding of building pathology with ability to diagnose complex works such as, subsidence etc. • Experience of overseeing contractors in a contract delivery environment
<p>Commercial - We know how the world works and our place in it</p> <ul style="list-style-type: none"> • Understand the direction we are taking and explains the reasons behind the key decisions • Take ownership of understanding the external influences on Home Group and what our competitors are doing • Understand our current challenges and ask what this means for me and those I work with • Take responsibility for making sure your knowledge is up to date, read and listen to updates about our sector and internal communications. 	<ul style="list-style-type: none"> • Sound knowledge of building construction and carrying out building surveys using schedules of rates to produce scopes of works, interpreting drawings and apportioning the correct costings. • Up to date knowledge of building repairs, construction, and safety. • Experience of using systems to record property information and apportion works

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

<p>Hold a RICS or CIOB professional registration.</p> <p>Up to date knowledge of the housing and/or social housing sector and the external factors that can influence or change the way we work, so we can pre-empt and prepare for change proactively.</p> <p>Have or prepared to work towards Health Safety and Environment Test - CITB (CSCS)</p>

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

<p>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</p>

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reasonable care, and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all 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.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

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 ☒

This role requires a DBS check No ☐ Yes ☒

Basic ☒ Standard ☐ Enhanced ☐



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