

Job Profile

Job Title	Senior Maintenance Surveyor		
Reports to (job title)	Maintenance and Contract Manager		
Job Reference No.	HOMEJD1040	Date of issue:	Aug 2025

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

You'll provide predicable, reliable and consistent outcomes to all Home Group customers, colleagues and stakeholders in the delivery of your work and through effective management of your team of Maintenance Surveyors.

Supporting the management of contractors within your area of operation, you are responsible for performance to our agreed standards and resolving issues or disputes arising from contractual works.

You'll provide technical expertise and drive quality through surveying that enables us to meet our standards for repairs and deliver on our customer promise.

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

Strong leadership of a skilled, competent and confident team of Maintenance Surveyors who have delivered a proactive and commercially focused service to our customers, achieving customer satisfaction measures, service standards and Key Performance Indicators. We have delivered on our customer promise for a reliable repairs service that meets our standards for repairs.

Positive working relationships with our contractors who have been held to account when things have not gone right, influencing appropriately to put things right with a win-win outcome. We have worked collaboratively with contractors and in-house teams to deliver fantastic repairs and maintenance services for our customers.

The operating plan for your work stream has been delivered successfully, driving performance and continuous improvement through your team.

Contractual disputes, issues and customer complaints have been investigated and acted upon quickly in line with our processes, with lessons learnt and shared to prevent recurrence, driving a right first-time culture.

Everything we do is for the right reasons at the right times to achieve our organisational goals. We don't accept poor performance in our properties, so through regular audits, pre and post-inspections of works, we have assurance on the quality of works and adherence to legislation and statutory compliance. With your team, you have addressed and resolved any work that has fell short of our standards, shared what your challenges are, what support you need and put plans in place that have addressed this.

Responsive repair and voids demands have been effectively managed and delivered, working collaboratively with our internal delivery teams, whilst owning complex cases and ensuring challenges don't escalate into complaints from customers and working to resolve them if they do.

Be the escalation point in relation to damp, mould and condensation in buildings and able to advise the team and interpret the legislation in connection with Awaab's law and HHSRS.

Through a collectively commercial focus, your team are working commercially and have a genuine understanding of how they contribute towards delivering value for money. You have managed budgets effectively by keeping an eye on spend regularly.

All Maintenance Surveying works are carried out to the correct specifications, required standards and legislation. Record keeping is fundamental across the team, and correct jobs are raised with full detail and in line with timescales. We have strong relationships across our maintenance function and wider business that maximises opportunities for feedback and collaboration, driving performance and continuous business improvements.

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

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>We are self-starters</p> <ul style="list-style-type: none"> • Be proactive • Strive to get it right first time • Be a technical specialist 	<ul style="list-style-type: none"> • RICS or CIOB accredited Building Surveying degree or equivalent qualification, and/or strong experience built up through your working profession • A qualification at PCA QT level or a willingness to complete the qualification • Ability to manage and advise on damp and mould and HHSRS
<p>We have a creative spark</p> <ul style="list-style-type: none"> • Think outside the box about how things can be done more efficiently • Take the time to talk about and develop new ideas, the wisdom of a group can make it even better • Act on your ideas- make things happen! 	<ul style="list-style-type: none"> • A relevant Health and Safety qualification and knowledge of building safety compliance • Experience of managing surveying teams in a construction environment, ideally within the housing maintenance sector

We have an eye for detail

- Applying legislation and working within policies and procedures
- Uses performance information to drive improvements
- Pay attention to the details.

- Current knowledge of relevant housing and building legislation, and statutory compliance. Experience of Construction Design Management (CDM) client and design side to ensure teams and contractors meet legislative requirements in relation to repairs
- Proven ability to keep work demands on track and within budget through motivating others and working at pace, balancing competing priorities.

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

Understanding of Home Group services and knowledge of the sector/marketplace in which Home Group operates.

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 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 ☐ ... up to £ [Click here to enter text.](#)

You'll manage people? No ☐ Yes ☒ ... up to 12 direct reports (depending on workstream)

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 ☐

OFFICIAL

