



ROLE **PROFILE**

JOB TITLE: Planning and Delivery Surveyor

REPORTING TO: Asset Manager

TEAM: Assets (HMC Housing)

To undertake a variety of asset surveys to inform strategic investment planning, diagnose defects, scope works, and prepare specifications. To prepare drawings as required.

To assist in the development of scheme budgets to support strategic business planning purposes, and financially manage projects from inception to completion.

To manage and coordinate delivery of all phases of investment and regeneration projects from inception, through pre-contract to completion.

To undertake contract administration duties as required.

To prepare health and safety information and manage health and safety on projects.

To manage all aspects of ForHousing's obligations with respect to legislative compliance on projects.

To prepare tender documentation, support procurement exercises and undertake stock option appraisals and plan investment programmes to maintain, improve and develop the ForHousing and its client's assets.

To analyse asset data and responsive repair information to formulate cost effective repair strategies.

To be responsible for the integrity of all assets related data and certification from completed projects is populated in a timely manner within ForHousing business systems.



ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Liaising with housing staff, officers, customers, and stakeholders on all matters relating to responsive, planned and servicing activities. Ensuring customers and stakeholders priorities are incorporated in repair strategies and methods of delivery.
- Commissioning or procuring consultants and contractors to provide specialist services or reports in accordance with standing orders. Researching and obtaining specialist advice.
- Ensuring regulatory and legislative requirements and good practice are incorporated into investment repair methodology. Contributing to developing repair policy.
- Preparing reports, statistical returns and monitoring information for management and boards as required.
- Assisting in developing, analysing and maintaining asset information to enable the formulation of long term investment plans and shorter term programme planning for all repair and maintenance activities.
- Carrying out surveys, preparing budget estimates, specifications, schedules and bills of quantities, or obtaining quotations or tenders in accordance with standing orders. Being responsible for budgets and certifying payments to contractors.
- Undertaking any general surveying duties or project management duties as directed by management.
- Supervising and controlling repair work carried out to the housing stock and certifying accounts for this work.

MAKE A DIFFERENCE



- Attending and facilitating/supporting resident group meetings, boards local area panels, focus groups and consultation events. This will require out of hours, evening, and on occasion, weekend working.
- Directing and advising the liaison officer functions within ForHousing's contractor partners to ensure that all customers receive an excellent service when receiving planned works.
- Acting as a client link between contractors, consultants, and tenants during planned works, to ensure that the works are carried out in a manner which represents excellent customer service and supports the vision and values of ForHousing.
- Assisting with developing robust performance management arrangements, contributing to good practice and managing preparations for external audits and inspections.
- Being instrumental in facilitating and delivering Investment and Regeneration service improvements and ForHousing corporate objectives.
- Ensuring that complaints are dealt with swiftly and effectively on an on-going basis. Ensuring that staff/partners learn from complaints and utilise this as a service development tool.
- Taking a full and active role in the implementation of your own personal development and participating in the training and development of colleagues.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.





Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> Working towards or obtained an HNC, HND in Building, Building Surveying or appropriate equivalent/experience. Be able to demonstrate working knowledge and experience of computers. Be a member of/or working towards becoming a full member of an appropriate construction related professional body i.e. CIOB, RICS, CIBSE (desirable) Have a degree in Building Surveying, Building Services Surveying or equivalent. (desirable) 	AF/I
		AF/I
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		QC
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> Experience of the use of Microsoft office software in particular - Outlook, Word, Excel and Access Have knowledge of CDM regulations and their application Extensive knowledge of building maintenance and repair issues. Have an understanding of building services' installations in domestic properties. Be able to carry out detailed surveys and inspections and produce specifications and schedules of work based on these surveys Possess good organisational skills. Possess good communication skills. Have a high degree of analytical skills and the ability to synthesise information to produce strategic investment plans. Should be able to work as part of a team. Should have experience of producing reports for management, boards or committees. Should have experience of managing building or building service-related improvement work or maintenance projects to domestic dwellings. Experience within a social housing environment (desirable) Have formal qualifications that allow the post holder to produce SAP surveys and or Energy Performance Certificates. (desirable) Have formal construction related health and safety qualifications (desirable) Have formal qualifications that allow the post holder to undertake asbestos surveys such as P402 certification (desirable) Have an understanding of fire safety and Institute of Fire Engineers qualification (desirable) 	AF/I
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MAKE A DIFFERENCE



Skills and abilities	<ul style="list-style-type: none"> • Evidence accuracy and attention to detail • Able to use initiative. • Able to survey, plan and draw up contract documents for construction projects, • Able to select suitable contractors on criteria such as quality and cost. • Able to manage construction projects from inception to completion. • Have strong skills relating to financial control and monitoring of budgets. 	AF/I AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> • Able to work as an enthusiastic and flexible team member, contributing to a wide range of corporate challenges. • A strong commitment to high quality customer service • Adapts positively to change. • Adopts a flexible approach to the requirements of the job. • Ability to work collaboratively with others to deliver high quality services to our customers. • Have high standards of professionalism with respect to work. • Must have an enthusiasm and willingness to undertake appropriate business-related training 	AF/I AF/I AF/I AF/I AF/I AF/I
Other	<ul style="list-style-type: none"> • Holds a valid driving licence and has a car available for work (desirable) 	AF/I

