PLANNED MAINTENANCE SURVEYOR

HULL

£23,638 TO £25,492 PER ANNUM, 35 HOURS PER WEEK

Overseeing compliance and planned maintenance to properties across the region you will ensure that planned repairs as well as Health and Safety compliance targets are met in accordance with regulations. You will also carry out Stock Condition Surveys, Fire Risk Assessments and oversee the cyclical decorating programme within your area.

With previous building surveying experience, you will ensure that work is completed to a high standard and that it meets the needs and expectations of our residents. Experience in managing budgets and working within Health and Safety regulations is required. You will also hold a relevant HNC in a construction related subject (or be able to demonstrate equivalent work experience).

Travel is a requirement of the role, therefore a full driving licence and access to a vehicle is essential.

Excellent benefits include 26 days annual leave and a contributory pension scheme.

For an informal chat about this position, please call Claire Capes on 07810 886985.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2380R.

Closing date: 5pm on 23rd March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Housing Association is an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Job Reference: PS24b

PLANNED MAINTENANCE SURVEYOR

Reports to:	Planned Maintenance Co-ordinator
Scope:	▪ Office & site based with occasional travel and overnight stays ▪ Frequent telephone and computer use with associated office hazards ▪ Flexible working approach required to meet the needs of the business with occasional weekend and night visits expected ▪ Driving between sites throughout region
Job Purpose:	To deliver quality maintenance and surveying services that respond to customer, organisational and financial needs.

CONTEXT

This job sits within the Asset Management team based in the North region(s), which is a key section of the Property Services division. The division is responsible for delivering a high quality and cost effective facilities management and property repairs service throughout the UK.

The job holder will carry out compliance activities, general stock condition surveys, asbestos & cyclical repair surveys, and aids and adaptations activities across the region. They will also supervise / liaise with Contractors, Housing management and the maintenance team to ensure appropriate works are carried out. The job holder will also liaise with residents regarding work under their control in order to keep them informed of timescales, progress etc and ensure that high levels of customer satisfaction are maintained. The job holder is required to operate within the appropriate organisational policies and procedures in the provision of their services which may include; obtaining quotations, health and safety monitoring, carrying out risk and fire risk assessments. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Carry out compliance activities, inspections and surveys to assess requirements in line with organisational policies and procedures to ensure health and safety and regulatory compliance and contract performance.
   Measure: Consistently works within appropriate policies and procedures in support of organisation aims, legal challenges, contract performance

2. Manage within agreed financial limits and in accordance with the organisation's financial policies and procedures.
   Measure: Consistently works within appropriate policies and procedures in support of organisation aims

3. Produce appropriate documentation for work specifications and quotations and produce meaningful reports relating to contractor performance ,on specific maintenance problems and relevant issues to enable them to be addressed and resolved.
   Measure: Timely completion of paperwork, customer feedback, problems resolved efficiently

4. Actively encourage resident involvement and feedback to ensure planned maintenance services are accessible and responsive to residents' needs and adopting a positive and proactive attitude in response to customer complaints.
   Measure: Customer feedback, maintenance services meet customer needs

5. Assist in the co-ordination, communication and maintenance of relationships with internal and external customers, identifying any shortfalls in service delivery and ensuring they are dealt with appropriately.
   Measure: Meeting service standards, customer feedback and problems resolved efficiently

6. Monitor planned maintenance contract performance and liaise with other departments / residents to ensure they are kept informed of progress.
   Measure: Meeting service standards, customer feedback

RESOURCES

Finance	Supports Reinvestment Surveyor for the delivery of projects within budget
Staff	None
Other	Service provision to one Region

PERSON SPECIFICATION

Competencies

Adaptability	When appropriate takes action to flex rules and standard procedures so that they fit a specific situation or help achieve a wider company goal.
Communicating and Influencing	Personally uses multiple arguments or different approaches to influence others tailoring the approach to the needs of the audience. May include careful presentation of data.
Continuous Improvement	Makes specific changes aimed at improving the performance of self and/or others without setting a specific goal.
Customer Service	Takes personal responsibility for resolving customer service issues
Decisiveness	Acts quickly and decisively when others might wait, study the situation and hope the problem will resolve itself
Problem Solving	Understands problems by linking different elements (e.g. A leads to B) or by recognising similarities/differences with problems experienced before and identifies possible solutions

	Essential	Desirable
Qualifications and Attainments		
▪ Able to demonstrate a level of numeracy and literacy to the equivalent of Grade C English and Maths GCSE	√	
▪ HNC in building and surveying or similar (or equivalent)	√	
▪ Full, current driving licence	√	
Work Experience		
▪ Some experience in a building and surveying environment	√	
▪ Proven experience of working to deadlines and prioritising work loads	√	
▪ Working knowledge of legislation and current practices	√	
Skills		
▪ Good communication skills including clear written and spoken English	√	
▪ Ability to interpret computerised information and documentation	√	
▪ PC literacy Basic Microsoft Word or similar		√
Basic Microsoft Excel or similar		√
Email and internet communications		√