**NORTH WARWICKSHIRE BOROUGH COUNCIL**

**JOB DESCRIPTION**

**Directorate:** Housing **Post Title:** Maintenance Surveyor

**Division:** Housing **Grade:** Scale 9

**Section:** Housing Direct Works

**Responsible to:** Reactive Repairs Manager.

**Special Conditions:** To take part in the out the hours arrangements as required to support the maintenance service to deliver on its legal requirements and to support the on-duty tradesmen.

**Safeguarding:**

All staff at North Warwickshire Borough Council are required to positively contribute to the Borough Council’s responsibility to safeguard and promote the welfare of children, young people and adults with care and support needs. It is their professional duty to be aware of the signs and symptoms of abuse and, in accordance with the Child Protection Policy and the Safeguarding Policy for Adults with Care and Support Needs, to respond appropriately to any Identified concerns

**Main Responsibilities**

* To be responsible under the direction of the Reactive Repairs Manager to provide maintenance surveying services.
* To inspect and provide specifications for complex technical planned work to meet the requirements of the service. This includes planning work to address damp conditions and for remedial works to void properties.
* To investigate and resolve a variety of technical issues raised by the tenants and colleagues within the service. This will include fact finding to resolve complaints with tenants.
* Manage contractors on site ensuring that works are delivered on time, within the quoted price and to the required quality standards as well as ensuring health and safety requirements are met. This will include resolving any issues and identifying defects and ensuring that there is good customer care.
* To be responsible for undertaking quality audits investigating how a job was undertaken and provide information about quality or service delivery issues.

**Key Tasks:**

1. Responsibility for undertaking pre inspections for responsive repairs and planned works – including for roof works to identify health and safety arrangements, for void properties, to address damp conditions and to provide adaptations. Liaise with tenants to identify and resolve maintenance issues. Advising Charge Hands and tradesmen about works to be undertaken and providing technical guidance whilst work is undertaken. Produce schedule of works and specifications using a schedule of rates.
2. Responsible for undertaking post inspection quality audits. Examining the whole the process of the repair. This will include consideration of the customer’s experience, whether the job was done on time and appointments kept identifying what work was undertaken and comparing against what was claimed, materials used and the quality of the finished work. Quality audit reports will then be fed back to the Reactive Repairs Manager.
3. To assist in the preparation of contract documents, specifications, obtain competitive tenders and quotations and estimates as required and in accordance with schemes of works in accordance with the Council’s Financial Standing Orders. Contracts will include planned maintenance schemes, works to meet Decent Homes Standards, electrical testing and upgrading other improvement works as directed.
4. Undertake surveys for properties to diagnose the cause of disrepair and identify the extent of works – including any adaptations for disabled access and for properties which show signs of damp. Produce detailed specifications and drawings for inclusion in tender documents. Undertake regular reviews of specifications to ensure that these are up to date and accurate including modern construction methods.
5. Identify hazards at survey stage, collate health and safety information and ensure this is passed to the contractor (or in-house workforce) and CDM co-ordinator. This will include acting on the Asbestos Management Plan and identifying asbestos containing materials from the asbestos register or ensuring a survey is undertaken.
6. Liaise with specialist contractors to undertake the removal of asbestos containing materials.
7. Supervise contractors on site ensuring that the contracts are delivered on time, to the quality required, any variations are formally agreed and the job is delivered to the quoted/ tender price. This will include using formal sign off procedures for work completed.
8. Organise site meetings with contractors to monitor progress and resolve any issues. Work with the contractor to maintain quality standards and identify and remedy any variances.
9. Responsibility for undertaking landlord’s permission inspections, Right to Buy surveys, Party Wall Notices and correspondence directly with the tenants. Provide information for the Finance Section annually about charges liabilities for leasehold properties.
10. Responsibility for undertaking estate/communal area inspections in conjunction with the Neighbourhood Warden Team as required and document the condition of pathways common areas and identify any external repairs raise orders to repair.
11. Planning own workload for allocated jobs taking recognition of the priorities and required completion dates and complete work in an efficient manner within the specified time scales or as requested by the Response Repairs Manager.
12. To investigate issues of compensation and insurance claims, preparing necessary reports and settlement claims
13. Carry out and advise on energy surveys, stock condition surveys and planned maintenance schemes on request.
14. To provide cover for the Chargehands when they are away from the Section for extended periods of time.
15. Maintain effective communication with the Planners, colleagues and Housing Management staff passing on information, concerns and problems with regard to any jobs.
16. Attend pre arranged inspection appointments to carry out work or contact tenants directly to make access arrangements. Work flexibly to enable repairs to be carried out at reasonable times to suite of the customer.
17. To be courteous and act in a professional manner when dealing with tenants and the public and to act in a manner appropriate to that of a representative of the Authority.
18. To provide a presentable and professional image whilst undertaking duties including wearing clean corporate work wear and keeping allocated vehicle clean and tidy both externally and internally.
19. To be responsible for any allocated vehicle, plant, tools and equipment. To identify defects and report any maintenance/ repair issues to the administration office.
20. To provide own tools for undertaking general aspects of job for which a tool allowance will be provided in recompense for purchase and maintenance.
21. Maintaining a level of responsibility and duty of care towards your own health & safety and that of your colleagues, tenants and members of the public. To be aware of any risks and dangers and where appropriate inform your supervisor / manager or take action on your own initiative to reduce that risk. Always work to the safe working practice as outlined in the Health and Safety Policy.
22. To work unsupervised and exhibit responsibility for the completion of tasks, acting on own initiative when faced with minor problems.
23. Maintain good relations with other members of your team. Work as part of the team contributing to the team in a constructive manner.
24. Keep good attendance at work and work flexibly within contracted hours to meet the needs of the service.
25. To have a working knowledge of health and safety regulations and pay due regards to the general policies and procedures of the Council in particular to but not only:
* Health and Safety
* Safe Systems of Work
* Risk Assessments
* Equal Opportunities
* Equality and Diversity
* Customer Care
1. Attend meetings with tenants and other bodies as appropriate.
2. Undertake any other duties as appropriate to the post and grade as may be determined by the Director of Housing.

Agreed by the Postholder: ………………………………………………………………..

Date:…………………………………………………………………………………………