

Building Surveyor

Recruitment

Pack



Recruitment Pack

Welcome and Introduction

Dear Applicant

I am delighted that you are interested in applying for this new position of Building Surveyor. We are an independent, financially secure charitable organisation operating nationally and I am looking forward to recruiting a new colleague to be part of the team at an exciting point in our history.

As a values led organisation, all staff need to be able to be an ambassador for Reside and act in accordance with our values at all times:

Be Collaborative, Focus on People, Be Responsive

Reside is a leading provider of accommodation for those with support needs, operating throughout the UK. We are a charitable society under the Co-operative and Community Benefit Societies Act 2014 (number 29475R) and registered with The Social Housing Regulator (number 4745).

Since our inception in 2002, Reside's motivation has always been to assist and promote independence in the community for adults with a disability, especially those with learning disabilities, enduring mental health problems, autism and/or acquired brain injury.

Reside's primary purpose is to provide good quality housing for its tenants. Personal support is provided by care and support providers through the tenant's personal contractual agreements and social care commissioners. This complimentary approach is designed to promote choice and enhance independent living, whilst at the same time protecting the rights and welfare of our tenants. To achieve these objectives, Reside partners, consults and contracts with many local authorities, local and national care and support providers, tenants, and their families. Our wide ranging experience places us at the forefront in the provision of housing for people with support needs.

Reside provides everyday homes within the community, regardless of the support a group or individual may require, with an emphasis on creating safe and homely environments. Reside has experienced growth over the past couple of years and currently proudly operates approximately 360 properties located throughout the UK, housing over 1450 tenants. We offer a range of accommodation including bungalows, flats, bedsits and shared houses. The vast majority of the properties are acquired on a leasehold basis, but there is a small, but growing, portfolio of properties that have been purchased.

Current Position

Reside is growing at an impressive trajectory and having exceeded the 1,000 accommodation unit threshold of the Homes England in 2016, the organisation has a strong financial position and ambitious plans for the future.

As part of Reside's drive to contribute to the future of the supported housing sector and raise its profile as a leading organisation, we intend to continue to grow the number of business partnerships with local authorities, commissioners of services, care and support providers, charities, families and advocacy organisations.

Reside strives to achieve excellence and you would be joining Reside in a time of transition, it is therefore a very exciting time to join. Reside is transitioning from a small organically growing organisation to one which is seeking a more corporate approach, without losing all of the ingredients which have given it a good reputation in the sector to date.

We are seeking to add someone to the team who can bring a dynamic, thoughtful and experienced approach to asset management. Someone who is tenant focused and committed to the provision of good quality housing for those with support needs. As a relatively small organisation, your technical knowledge and experience will be relied upon to help us provide cost effective and appropriate solutions to our property maintenance needs. Our ideal candidate will be able to bring experience from the supported housing sector, professional competencies and a clear values base.

Location

Our offices are in Hampton Wick, Kingston, which is where the majority of the maintenance team is based. We now need someone who will have a home base, ideally in the north of England in the Leeds/Sheffield area but willing to travel extensively as required.

How to apply

To apply, please send your CV and no more than 2 sides of A4 describing why you are an excellent candidate for this position to applications@residehousing.com.

We look forward to hearing from you.

Kind regards

Gavin Rendall

Director of Housing Operations

Timetable for Recruitment:

Advertise Role: 3rd August 2020

Closing Date: 17th August 2020

Shortlisting: 25th August 2020

Interviews w/c: 1st September 2020

Job Description

JOB TITLE	Building Surveyor
RESPONSIBLE TO	Head of Maintenance
PLACE OF WORK	Home based (ideally in the north of England in the Leeds/Sheffield area) / Nationwide Travel across sites
HOURS OF WORK	Full time @ 37.5 hours per week. 25 days holiday per year plus bank holidays
SALARY	Up to a maximum of £40,000 depending on qualifications and experience

SUMMARY OF ROLE:

Main Purpose of Job

- To undertake stock condition surveys and maintain our property attributes within our housing database
- To provide support and guidance to the Facilities Department to ensure the Reside's stock is maintained to the highest possible standard and complies with legislative requirements within agreed budgetary levels
- Contract managing the planned and cyclical programme of works including scope of work assessments
- To ensure the responsive repairs service provided meets the agreed standards of service delivery
- To line manage a team of Maintenance Operatives

Key Responsibilities:

Stock Condition Surveys

- Carry out Stock Condition Surveys to Reside owned and leased dwellings in order to provide accurate data on the elemental condition of the properties. This will require the inputting of data into a handheld computer on site.
- Analyse annual property condition surveys undertaken by Tenant Support Operatives
- Compile programs of works for planned preventative and cyclical maintenance
- Identify and specify required remedial works to ensure that accurate and cost effective data is contained within the property database.
- Oversee contractors/ consultants engaged in condition and other specialist surveys

Responsive Repairs

- Provide a responsive inspection service with detailed follow up reports including clear recommendations.
- Ensure that works are instructed and authorised in accordance with Reside's agreed procedures.
- Maintain the necessary relevant Reside records and systems

Acquisitions and Voids

- Prepare specifications in accordance with the basic lettable standard, obtain quotations for major void works and post inspect works, recommend final accounts for payments.
- Prepare specifications in accordance with basic lettable standard for minor void works. Raise orders to Maintenance Operatives for works, and post inspect works.
- Ensure that the works are instructed and authorised in accordance with Reside's procedures.
- Maintain the necessary relevant Reside records and systems

Technical Support and Contracts Management

- Evaluate quotations obtained by the Maintenance Team and provide technical guidance on contractors' recommendations
- Procurement and management of JCT and similar contracts
- Authorise expenditure up to set limits all in accordance with Reside's agreed procedures

Inspections

- Carry out pre-inspections and raise any necessary remedial work orders that needs to be completed within a specified timeframe

- Carry out post-inspections ensuring all completed work matches the raised works order and that the quality of work, value for money and service delivered meets Reside's standards
- Get customer feedback on any works completed

Maintenance Operatives

- Line manage maintenance operatives, through a Supervisor, ensuring that a cost effective and high quality service is provided.

General

- Comply with all legal and statutory regulations associated with Health and Safety
- Comply with the Reside's Health and Safety Policy at all times, reporting any hazards or accidents to Head of Maintenance or another appropriate manager immediately and to take all appropriate and necessary action when needed
- Comply with all Reside's policies, procedures, financial regulations and standing orders
- Assist the Head of Maintenance in identifying improvements in all areas of service delivery. Assist with the drafting and implementation of void procedures in order to standardise tasks.
- Regularly update records and files on any risks associated to the role and responsibilities of the post
- Support the development of new staff within the organisation to enable them to learn about repairs and compliance duties
- Provide an excellent service to all customers that contact Reside either by personal visit, phone call or email and to help foster good landlord/ tenant relationships
- Liaise with senior management in advising, guiding and supporting the work of the service area and prepare all appropriate documentation and briefing papers to update the Executive Team.
- Promote the image of Reside by ensuring a high standard of presentation for all internal and external reports, briefing papers and other documents when writing and providing information to internal and external stakeholders, clients, users and staff
- Contribute to the team's performance and customer service delivery whilst operating in line with Reside's values

- Ensure that confidential matters remain confidential and to maintain files of confidential and high value documents in a secure location
- Provide cover for other staff members carrying out maintenance service roles within Reside as required
- Comply with Reside's Code of Conduct at all times and to act at all times in a manner that is courteous and polite towards others
- Actively promote the organisation's equality and diversity policies
- Carry out any other reasonable duties to deliver great service.

Person Specification

Qualifications	<ul style="list-style-type: none">• Equivalent to at least 5 GCSE grades A-C• Building related qualification – HND or above
Demonstrable knowledge and skills	<ul style="list-style-type: none">• Thorough knowledge of building maintenance and diagnostic techniques• Excellent IT skills and proficient in use of Word, PowerPoint, Excel, and Outlook• Able to review documents, in relation to activities of Reside• Excellent interpersonal skills, able to communicate well with a range of people• Able to respect diversity and assist in promoting equality of opportunity• Excellent time management and organisational skills• An understanding of health and safety legislation
Experience	<ul style="list-style-type: none">• Previous experience of working in a similar role• Previous experience in taking a co-ordinating role in property services management functions• Experience of using a range of dedicated IT programmes & Housing Systems• Experience of working in a pressurised environment, utilising tact, judgement and discretion in handling internal and external contacts• Experience of working with and sensitively responding to external professionals such as contractors, consultants and service providers• Assisting the Head of Facilities collating information, reports and data and providing information services or similar experience

Personal attributes	<ul style="list-style-type: none">• Commitment to delighting our customers• Able to maintain confidentiality at all times• To take the initiative, develop new ideas and improve the quality of service delivery• Can do attitude• An excellent team player
Other	<ul style="list-style-type: none">• Able to travel and work outside standard office hours.• Access to car and driving licence• A commitment to the delivery of excellent tenant services and Reside's Values