

Building Surveyor – Repairs & Voids

Reports to: Repairs & Voids Manager

Responsible for: Technical Officers

Reviewed: June 2024

Our repairs and maintenance team are very busy, this is one of the most important services that we provide. Every day has its own unique set of challenges that require deep building pathology, experience, and logical decision-making skills to solve. This is not just a technical focused role; it is also about customer engagement and support and therefore a key factor is loving what you do and smiling when you do it.

You will lead a small team of two Technical Officers and support the Repair and Voids Manager with the delivery of day-to-day repairs, voids and minor works projects that aim to protect or improve our tenants' homes. You will work closely with tenants and Red Kite senior managers and staff to deliver excellent, cost-effective building maintenance solutions and improvement services. You will be available and eager to help customers in a range of different situations, using your technical building pathology skill and experience to ensure that our tenants are safe, and their homes are well maintained.

As well as responsive repair and void works you will provide assistance and expertise in the delivery of legal disrepair works, environmental health orders and complex cases. You will use your negotiating skills to effectively resolve issues directly with tenants and where this is not possible you will work swiftly and diligently through relevant formal processes engaging support when required.

What we need you to do:

- Work with the Repairs and Voids Manager to set key performance targets and milestones and monitor agreed deliverables to achieve expected outputs.
- Supervise technical resources when required to maintain service delivery.
- Take the lead on progressing disrepair claims and property insurance claims to agreed timescales and process.
- Manage day to day work or minor project work to minimise exposure of both financial and health and safety related risks. Take part in office rotas during and outside of normal office hours to provide an excellent responsive repair service.
- Have a thirst for value for money, ensuring that both large- and small-scale work is delivered on time and against approved budgets, or better still, under budget without compromising quality.
- Make sure that all work is delivered equitably and fairly whilst maximising the capital value of assets.
- Work closely with the Relationship Team, other staff, and stakeholders to develop and deliver excellent services, putting to use new technologies.
- Pursue excellence in all aspects of the repairs and voids service.

- Make sure our tenant and leaseholders inspire and influence the design, delivery and outcome of everything we do.
- Help with making sure our vision, mission and values influence every aspect of our business.
- Have a great approach to customer service putting our customers at the heart of what you do.

What you will be responsible for:

- Giving technical advice and support to colleagues, staff and other stakeholders
- Managing specific complex projects
- Supporting with the contract management and delivery of our Empty Homes refurbishment and Responsive Repairs contracts
- Overseeing the quality of work of contractors making sure we comply with all relevant documentation, standards, good practice and guidance.
- Reconciling and settling final accounts and valuations, paying responsive repair invoices, dealing with contractual disputes, extensions of time and variations and issuing relevant certification
- Providing project update reports and post project reviews
- Specifying works for structural repairs, larger projects that sit between repairs and asset.
- Managing larger projects
- Advise on environmental, health and safety issues of buildings and knowledge of HHSRS.
- Advise on legal and planning issues.
- Deal with planning and building regulation applications.
- Providing technical repairs support to both internal and external customers, which will include site visits to inspect work, diagnosing defects, identifying solutions, investigating and resolving complaints and agreeing follow on works, as well as helping with home and estate inspections and mutual exchanges.
- Being involved in a rota system (usually one week in every nine) to provide ad hoc evening and weekend phone support for contractors and customers when emergency situations arise. This may also require occasional on-site attendance of emergency work e.g., major fires, floods etc. acting on our behalf. You may also be required to act as support to other on-call staff where higher-level management input is needed or where escalation is required.

Where you have come from:

- A place where you have managed teams delivering property related work and delivered works by supervising contractors and in-house technical staff.
- A tenant focused organisation
- A housing organisation or similar would be preferable.
- A place that prioritised best value services and continuous improvement
- A place where technology was the catalyst for improving services to customers.

What our teams will see in you:

- Someone who has experience of delivering large and small building projects to occupied/domestic homes.
- A person who is skilled at managing budgets and understands value for money and is a good decision maker.
- Someone who demonstrates negotiating and dispute resolution skills.
- Someone who leads by example and personally demonstrates organisational values and expected behaviors.
- A team player who works as part of a team, looks at the bigger picture and does not work in a silo.
- A person who has a good understanding of best practice within social housing
- Someone who has lots of technical knowledge relating to construction and construction-related health and safety.
- Someone who is IT literate, proficient in Microsoft Word, Outlook, Excel and PowerPoint
- A tenant focused individual that genially wants to deliver excellent service.

As person, you will:

- Have relevant qualified background (BSc in a building surveying related discipline/CIOB/RICS or equivalent).
- Be skilled at building effective and productive working relationships with staff, managers, partners and customers.
- Be able to produce detailed written reports and have excellent verbal communication skills.
- Be a confident, independent problem solver and an effective decision maker.
- Have a high degree of personal drive.
- Be committed to the aims and ambitions of Red Kite and the broader issues of social housing.
- Be flexible and be open to change.
- Have good time management skills and able to prioritise your workload to meet deadlines.
- Be a team player with good self-awareness.
- Have a service improvement attitude.
- Be able to translate ideas and examples of good practice into improved service delivery.
- Have a full, valid driving license.