

JOB DESCRIPTION

Job Title:	Major Works Surveyor	Reporting to:	Senior Major Works Surveyor
Department:	Asset Services	Location:	Case House

1. Main Purpose of Job

To diagnose, specify, procure and monitor PA Housing's major repairs and planned works for our London and South East properties including managing Party Wall enquiries and tenant requests for alterations.

Ensuring these works are delivered to a consistently high standard and achieving high levels of customer satisfaction.

2. Key Tasks and Responsibilities

- To project manage major repairs for the London & South East from inception through to completion including diagnosing, specifying; procuring and monitoring the following works:
 - Insurance claim works
 - Structural damp works (i.e. rising and penetrating) which result in occupiers being decanted
 - Major drainage works where excavation required
 - Ground works including paving, paths, steps over £5000
 - Roofline and rain water services works to complete houses or blocks
 - Planned fencing programme
 - Structural works over value of £5000
 - Cavity wall and loft insulation works
 - Major Aids & Adaptations
 - Other ad-hoc major works
 - Tenant requests for alterations process
 - Party Wall enquiries

- Undertake contractor administration duties as required including reviewing Bills of Quantities, Schedules of Works, Specifications and all contract documentation, ensuring that these comply with the project brief and timescales, budget estimates, all relevant legislation, health and safety regulations and policies.

- To effectively manage contractors, carrying out and managing the quality inspection process of works, including pre-start scoping, work in progress quality inspections and post inspection sign-offs.

- Certifying contractor valuations and claims within this role's delegated authority limits, including interim and final account payment.

- Work closely with our Resident Liaison Officer when required to ensure the planned works offer excellent customer experience and high levels of customer satisfaction.

- Carry out your duties in accordance with the relevant health and safety legislation and regulations. Managing and mitigating risks associated with Health and Safety and other Compliance issues.

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- Promote high standards of customer focus to the PA's contractors and colleagues, through appropriate and accurate advice on contractual and technical matters.
- Contribute to the effective and efficient running of the PA Housing achieving individual targets and objectives that are set.
- To ensure that the services for which the post holder is responsible deliver value for money.
- To promote recognition of diversity in all aspects of service delivery.
- To project a positive image of the Group and its subsidiaries by providing an excellent level of customer service to all customers, including dealing with complaints.
- Comply with the Health & Safety Policy, ensuring own and others health and safety.

3. Performance Measures

1. Assist the Senior Major Works Surveyor in monitoring project expenditure against budget
2. Provide regular project updates.
3. Contribute in delivering the team's and organisation's corporate objectives and targets.
4. Dealing with communications and complaints from internal and external customers.
5. To ensure PA's contractors carry out all areas of service delivery in accordance with our Policies and Procedures.

4. Relationships & Contacts

Internal:-Asset Services, Repairs & Maintenance; Neighbourhoods; Home Ownership; Tenancy Solutions; Income Recovery; Independent Living; Supported Housing; Finance and Resident Scrutiny

External:-Contractors; Consultants; Community support agencies; Local Authority

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PERSON SPECIFICATION

Job Title:	Major Works Surveyor
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<i>The criteria below will be used for shortlisting</i>		Please cross (x) the appropriate box	
Criteria		Essential	Desirable
Attitude:			
1. Team player		x	
2. Puts customers first		x	
3. Passion for service excellence and continuous improvement		x	
4. Displays a 'can do' attitude with drive and enthusiasm		x	
5. Behaves in a manner that promotes our mission and core values		x	
6. Always encourages learning, both personally and in other colleagues		x	
7. Ability to represent the Group at a variety of levels and act as an ambassador		x	
8. Ensures a great service is provided whilst consideration is given to Value for Money		x	
9. High level of integrity and drive for excellence		x	
10. Excels within a pressurised work environment and has the ability to perform well under pressure.		x	
11. Self reliant and able to work on own initiative.		x	
12. Demonstrates an open and interactive style of communication, listening to customers and staff, and acting on that information – being open and honest and comfortable delivering difficult and easy messages alike.		x	
13. Excellent customer service skills, ability to manage customer expectations within financial targets.		x	
14. Strong sense of professionalism		x	
15. Flexibility to enable some work to be done outside normal working hours to meet occasional peaks or deadlines		x	
Qualifications:			
1. Holds a professional qualification in a relevant technical discipline, or the ability to demonstrate suitable experience to meet the requirements of this role.		x	
2. Accredited qualifications by Royal Institution for Chartered Surveyors or the Chartered Institute of Building			x
3. NEBOSH/IOSH qualification			x
Skills:			
1. Communicates effectively		x	
2. Customer focused		x	
3. Prioritises and multi-tasks effectively to meet deadlines		x	
4. Ability to build and maintain effective relationships		x	
5. Ensures policies and procedures are adhered to		x	
6. Ability to analyse and present complex information simply		x	
7. Excellent organisational skills and able to work within project time constraints		x	
8. Full driving licence and use of a vehicle insured for use at		x	

The criteria below will be used for shortlisting

Please cross (x) the appropriate box

Criteria	Essential	Desirable
work	x	
9. Excellent communicator (verbal and written) skills across all levels of an organisation and with customers.	x	
10. Ensuring Value for Money is taken into consideration	x	
11. Influences, negotiates and relates subtlety and sensitivity	x	
12. Excellent leadership and communication skills	x	
13. Excellent report writing and presentation skills	x	
14. Ensures that colleagues within area of responsibility are well managed and motivated and that both good and poor performance is actively managed	x	
15. Ability to take ownership and empower others	x	
Knowledge:		
1. Knowledge of Quality Control systems	x	
2. Ability to use remote working technology.	x	
3. Excellent technical knowledge in all areas of domestic property maintenance.	x	
4. Advanced level Microsoft Word , Excel and Outlook	x	
5. Experience and use of Microsoft Project software		x
6. Experience and use of National Building Specification software		x
Experience:		
1. A minimum of two years' experience in delivering stock investment / major works to social housing or private residential housing.	x	
2. Experience of managing suppliers through long term contracts which include JCT Measured Term contracts or similar.	x	
3. Proven track record of delivering excellent customer experience and satisfaction through stock investment works.	x	
4. Experience of Keystone and managing planned works through Keystone Planned Maintenance module.		x
5. Pre and post contract experience including preparation of specifications, preparing and reviewing of estimates, cost plans, bills of quantities, tender reporting.	x	
6. Contract administration duties including variations; valuations, and final accounts	x	
7. Demonstrable record of taking projects from inception through to final delivery.	x	

ACCEPTANCE

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by the Line Manager; the responsibility level of any other duties should not exceed those outlined above.


A copy of this Job Description should be signed and returned within 10 days signifying your acceptance. Please return to HR, PA Housing Ltd, 3 Bede Island Road, Leicester, LE2 7EA.

I hereby accept the job description.

Name: Block Capitals

Signed:

Date:

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