

Job Title	Asset Maintenance Surveyor	Location	F/O	Job Family	Grade										
Reports to	Asset Maintenance Manager			Maintenance	C										
Overall Purpose: Oversee the delivery of maintenance works to Guinness homes in the local area. Diagnose building faults and failures and establish requirements for preventive maintenance. Prepare detailed specifications, procure and manage the delivery on site of repairs, maintenance and component replacement works. Ensure excellent customer service is provided whilst achieving great VFM.															
Responsibilities & Outcomes		Skills / Experience		General Role Expectations											
Key Responsibilities: <ul style="list-style-type: none">Carry out surveys to properties, including diagnosing the cause of complex faults and failures. Prepare detailed specifications, and oversee the contractors' delivery of works, managing quality, value and progress all in line with contract terms.Ensure that customers receive an excellent service, are effectively consulted with and kept informed.Ensure that services are provided in a way that keeps customers, colleagues and third parties safe, and complies with health and safety legislation and Guinness H&S policies and procedures.Effectively use and update Guinness systems, including the Asset Management, Management Information, Customer Relationship Management and Housing systems.Provide information for regular reports and updates on progress in delivering the work allocated and on preparations for future works.Work with other surveyors, customer liaison officers, customer contact team etc. to ensure efficient ways of working are practiced and cross departmental cooperation results in improved service delivery.Contribute to budget and programme management, ensuring that costs are in line with contractual pricing agreements and that any variances are escalated. Key Outcomes: <ul style="list-style-type: none">Optimum works are delivered on budget, in time, safely, to a high standard while delighting our customers.Complaints, other tasks and responsibilities are dealt with effectively and in a timely manner, and significant customer contact is recorded on Guinness systems.Good quality information is provided for progress, financial management and other performance reports.Time is well managed with travel time and cost optimised.Value for money and levels of customer satisfaction are improved.The right work is undertaken on the right properties at the right time.Accurate records of work completed, are maintained on shared systems.		Essential: <ul style="list-style-type: none">Excellent level of knowledge of building construction, standards, and legislation, and an ability to diagnose and specify remedies to building defects.Understanding of responsive repairs, voids works, planned and cyclical repairs requirements.Ability and presence to be proactive and work on own initiative, with limited supervision, and be able to manage contractors delivering building works at project level including H&S, quality, value and progress with excellent organisational skills.Excellent standards of customer care and the ability to deliver accurate and clear communications in writing, face to face or by telephoneGood IT skills and knowledge of Microsoft Office, housing and property management systems.Able to demonstrate Guinness behavioural competencies.Successful track record of delivering building surveying services, and management of substantial work programmes in a similar environment.Ability to plan, organise and prioritise a heavy workload, whilst working on a mobile basis, and keep excellent records Desirable: <ul style="list-style-type: none">A good understanding of the context of social housing.Experience in working within a commercially aware environment. Qualifications Desirable: <ul style="list-style-type: none">HNC/HND in building construction /surveying or equivalent.Evidence of continuous professional development.RICS (Building Surveying) or MCIQB membership. Other <table><tr><td>Driving Licence Required</td><td>Yes</td></tr><tr><td>Mobile working required</td><td>Yes</td></tr><tr><td>Evening and weekend working required</td><td>Sometimes</td></tr><tr><td>Facilities for some home working</td><td>Yes</td></tr><tr><td>Other</td><td></td></tr></table>		Driving Licence Required	Yes	Mobile working required	Yes	Evening and weekend working required	Sometimes	Facilities for some home working	Yes	Other		<p><i>These are the requirements for roles at Grade C. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</i></p> Accountability: <ul style="list-style-type: none">Operates largely autonomously, within set guidelines with managerial guidance.End results largely defined but interpretive judgement is used to achieve them.Works to clearly defined budgetary parameters and targets. People Skills: <ul style="list-style-type: none">Typically oversees/co-ordinates the work of others, and may be a knowledge leader or lead a small-medium sized team.Required to maintain effective relationships within own area of responsibility.Manages and ensures consistency the employment experience in own area. Impact & Influence: <ul style="list-style-type: none">May be required to make a variety of decisions, some complex in nature, with concern for impact on others.Actions may have internal and external impact/influence.Provides guidance and shares knowledge with colleagues relating own specialism. Thinking Challenge: <ul style="list-style-type: none">Required to identify, assess and resolve complex issues/problems within own area of responsibility.Sufficient job knowledge to enable the analysis of principles and concepts.Designs and develops a continuous improvement approach within own area. Customer Service: <ul style="list-style-type: none">Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.	
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You are also required to undertake any other duties within your capabilities as may be reasonably required.