



Senior Building Surveyor (Repairs)

Salary: Band 11 - £48,738 - £53,051 p.a.

Hours per week: 37 hours per week flexi-time

Location: Somerstown Area Housing Office, Portsmouth

Contract type: Permanent

We are looking for an experienced surveyor to join our building repairs teams with good building surveying knowledge.

Candidates must be enthusiastic and good communicators, with relevant experience of surveying and managing a repairs service.

What is the role?

You will either be specifically supporting the management of corporate building repairs and/or repair complaints.

We maintain a varied housing stock including a diverse range of corporate, operational, commercial and community assets.

You will be surveying our corporate and housing assets, updating stock data, assessing the condition of our assets, evaluating and diagnosing what work is required, assessing the best options to carry out the work, issuing repairs and managing a varied range of planned repair projects.

You will undertake investigating of the issues, respond formally and lawfully, arrange necessary repairs, engage with evidence, consider compensation where appropriate, and comply fully with disrepair pre-action and court requirements.

You will be based at one of our area housing offices working as part of a building repairs team supporting the Building Repairs Manager.

You will be part of the repairs management team; previous management experience is not essential, and you will be supported to develop your skills and gain management experience.

You will be part of a repairs service responsible for providing a building repair and voids service undertaken using service providers managed using an NEC cost reimbursable contract. The team assists us in meeting our purposes which are, to maintain and improve our properties, ensure the right repair is carried out at the right time and provide suitable homes when needed.

Repair projects that you may carry out and supervise include decorations to external and communal areas, window replacement, re-roofing, electrical work, and structural repairs, etc. The value of individual projects you will be responsible for managing will be up to £50,000, although typically you will undertake schemes that will have a contract value of £15,000.

You will support and deputise for the Building Repairs Manager and ensure our repairs team have capacity to effectively manage all demands received by utilising all the resources available including developing apprentices and surveyors.

You will liaise with customers and stakeholders regarding the repairs and maintenance service, investigating complaints as appropriate. Stakeholders include residents, leaseholders, local councillors, building users and other section heads.

Who is the person?

You need to:

- Have relevant experience of managing or supervising in a repairs service environment, ideally have an appropriate repairs qualification such as member status of the Chartered Institute of Housing (CIH) with an appropriate level repairs qualification or a plan to work towards gaining the qualification.
- Have good knowledge and experience of building construction technology and building pathology together with the ability to coach and advise others. Specifically, it is desirable to have knowledge and experience of corporate, operational, commercial and community assets.
- Be able to investigate repairs service complaints or enquiries from stakeholders and respond to as appropriate. Including to assess the quality of repairs or the service provided against the appropriate policies, contracts, recognised building standards and appropriate legislation. Specifically, be able to review complaints alongside the Housing Ombudsman guidance and assess financial remedies if necessary.
- Have knowledge and experience of managing contractors, negotiating contractual matters, gaining quotations, application of contract service schedules, resolution of disputes with contractors and improving the service.
- Have experience of developing relationships with clients and customers, understanding their aspirations, managing expectations and ensuring that excellent communication occurs to ensure that they are fully informed regarding the repairs and maintenance of their assets, receiving exceptional customer service.
- Have good knowledge of the Social Housing Regulator consumer standards and experience of applying building related legislation, contract law and guidance including the building regulations, planning law, party wall act, fire safety, electrical inspections, gas installations, legionella, with the ability to advise others.
- Have good knowledge and experience of applying building related legislation, contract law and guidance. Specifically, legislation regarding disrepairs, the housing act, building regulations, planning law (including historical and ancient building consent), party wall act, fire safety, electrical inspections, gas installations, legionella, with the ability to advise others.
- Have knowledge and experience of construction related health & safety legislation generally with the ability to advise others, specifically the CDM Regulations 2015 and asbestos at work regulations 2012 with the ability to advise others.
- Be able to assess technical staff, demonstrate and coach practical surveying skills as appropriate; specifically, be able to carry out stock condition surveys, identify stock data and record stock information. Surveys undertaken include identifying building defects, assess quality of work undertaken, offer solutions to resolve any issues and condition assessments to identify potential planned maintenance schemes including preparing specifications of work.

- Have relevant knowledge and experience of making contractor payments, applying cost control and budget management techniques including undertaking audits. Demonstrate commercial awareness and be able to undertake cost estimates for building work, exercise financial control and assess value for money for the service provided when evaluating the contractor's application for payment on a cost reimbursable contract.
- Have relevant knowledge and experience of using all Microsoft packages; in particular be able to demonstrate practical IT skills using Excel spreadsheets to analyse data and be able to use various software packages to accurately update data as part of undertaking the role.
- Be able to work independently and as part of a team, using PLAN (Proportionate, Lawful, Accountable, Necessary) to resolve problems and find appropriate and effective solutions.
- Be able to interrogate, analyse and evaluate stock and repair data, to ensure that stock data is accurate and use measures to evaluate the performance of the repairs and maintenance service.
- Have relevant knowledge and experience of mentoring and developing staff to meet the demands received by the area repairs and maintenance team.
- Be organised and methodical when measuring demands received by the repairs and maintenance team and managing resources available to provide the service.
- Have a full driving licence and provide a car for work, as you will be visiting sites across Portsmouth and will need to travel effectively between them.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).