

ENGLISH RURAL HOUSING ASSOCIATION

PERSON SPECIFICATION:

REPAIRS & MAINTENANCE SURVEYOR

PRINCIPAL APPOINTMENT CRITERIA

The demonstration of:

- (a) effective delivery of a property management service, with demonstratable regulatory competence;
- (b) sound property surveying experience and skills with the ability to provide advice on building defects and pathology;
- (c) technical knowledge and skills akin to the technical nature of the role;
- (d) flexible approach to tasks, responsibilities and hours and location of work;
- (e) developing and working within budgets;
- (f) effective time management and self-motivation skills;
- (g) excellent communication and interpersonal skills;
- (h) willingness to work flexible and across a broad geographic area;
- (i) the ability to build and maintain successful partnerships;
- (j) experience of translating strategic objectives into operational planning;
- (k) negotiating contracts, enhancing value and implementing a rigorous approach to performance management;
- (l) an understanding of the changing building compliance and health and safety environment;
- (m) the ability to build and maintain successful relationships;
- (n) the possession of good judgment and skills of persuasion;
- (o) good IT skills and demonstrable commitment to using technology and software solutions to improve work flow and customer offer;
- (p) experience of void processing;
- (q) managing complex projects;
- (r) an understanding of and support for equalities and access legislation, policies and practice;
- (s) the ability to build and maintain collaborative relationships and work as lead a small team;
- (t) ability to balance competing demands around business priorities;
- (u) commitment to working in a way that is consistent with English Rural's agreed values;
- (v) Educated to degree level ideally with qualification in surveying related subject or professional qualification or commitment to securing this status through agreed professional development;
- (w) an understanding of data security and protection matters;
- (x) an understanding of how safeguarding applies in a housing association environment;
- (y) proven record of using technology and software to improve performance, workflows and improve customer service offer. Ideally an inquisitive nature in this regard;

ADDITIONAL DESIRABLE CRITERIA

- (a) an understanding and experience of working with rural communities;
- (b) Previous employment with housing association;
- (c) experience of encouraging resident involvement activities;