ENGLISH RURAL HOUSING ASSOCIATION

JOB DESCRIPTION

Job Title:	Repairs & Maintenance Surveyor
Area of operation:	Resident Services
Hours:	37.5 hours per week
Responsible to:	Assistant Director of Property Services
Pension entitlement:	Company Stakeholder Scheme
Annual leave entitlement:	30 days per annum
Place of work:	Flexible with requirements for occasional travel to English Rural's office in Surrey and site visits as necessary (Hybrid Contract). Core area across Sussex and Kent.
Essential Car User Allowance:	This role is eligible for English Rural's essential car user scheme

Purpose

Work closely and collaboratively with colleagues under the leadership of the Assistant Director of Property Services to:

- Lead on surveying homes and advising on repairs and maintenance investment
- Contribute to the approach taken to maintaining assets
- Manage the maintenance element of the void process
- Enhance contractor relationships, improving quality, performance and value
- Work with colleagues across the business area to maintain and deliver communal neighbourhood infrastructure and services
- Ensure that data is kept effectively supporting efficient use of approved software
- Deliver comprehensive and inclusive processes across the resident services business area ensuring that the quality on offer to residents meets the high expectation of the English Rural, with all complaints handled fairly and with empathy

Key performance areas:

- Advise and inform on the response to repairs and maintenance activity through property knowledge and surveying activity;
- Have an awareness and advise on property compliance related issues such as HHSRS and Decent Homes;
- Determine and monitor works to void properties;
- Ensure that contractual arrangements and processes are in place to support English Rural's offer to residents;
- Work closely and collaboratively with colleagues under the leadership of the Assistant Director of Property Services to regularly undertake performance reviews of

contractors to ensure they comply with the Associations Code of Conduct, that good value is secured, and appropriate records are maintained;

- Ensure effective arrangements are in place to procure and monitor works, including a process of post-inspections;
- Contribute towards performance monitoring in a timely manner;
- Assist with responding to correspondence, complaints and reports relating to repairs and maintenance activity;
- Carry out any other professional or administrative work as required;
- Attend all regular service meetings to report on activity and positively engage with business improvement;
- Advise on and support the Association's facility and property matters in relation to its offices.

Working with Assistant Director of Property Services

- Advise, support and assist the Assistant Director of Property Services.

Health and Safety and Equalities

- Participate in the implementation of the English Rural's policies and procedures governing health and safety at work, equalities, safeguarding and disabilities and all associated regulatory requirements.

General

- Carry out such other duties as may be agreed from time to time with the Assistant Director of Property Services;
- This role will involve travel and applicants are expected to have a valid full UK driving licence;
- Ensure data is processed in accordance with the English Rural's procedures and comply with GDPR;
- Contribute to English Rural's general evolution and to policy development.