

## Job description and person specification

Job Title:	Disrepair and Damp Technical Surveyor
Level:	Team member
Salary:	£44,149.00
Team:	Planned Maintenance
Reporting line:	Senior Technical Surveyor
Financial scope:	None
DBS check required:	No

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### What is the purpose of my job?

As a Disrepair and Damp Technical Surveyor I will provide professional expertise and guidance around complex Housing legal disrepair claims and Damp and Mould. I will provide excellent customer service to tenants and leaseholders who are affected by Damp and Mould and who are in the disrepair process, ensuring properties are maintained or returned to the standard and quality required by PCH policies. This will include day to day input and supervision of contractors, including liaison with all stakeholders and taking necessary action to ensure an effective disrepair service.

### In my job I will:

Work to meet my performance targets, and take responsibility for my personal and professional development.

Carry out site inspections and investigations, as necessary to produce detailed specifications and scope of works and estimates, feasibility studies, plans, sketches, and drawings when required.

Use professional expertise and knowledge to provide a building pathology assessment of defects to specify and rectify faults with regards to Rising Damp, Penetrating Damp and Condensation.

Work with PCH departments and contractors to determine strategies and offer solutions to reduce the effect of Damp and Mould within PCH and leaseholder properties.

To assist with identifying initiatives and identify work programmes to reduce Damp and Mould within PCH and leaseholder properties that reflect the recommendations as set out in the Housing Ombudsman report October 2021.

To look to offer, develop and deliver resident awareness packages and training for Damp and Condensation.

Assist in reducing our liability to legal claims through implementation of risk management and assessments as appropriate.

To work within PCH's Disrepair Protocol and all other Disrepair Protocol as appropriate.

Carry out inspection of the property in relation to cited items of disrepair as well as any additional items identified at the property and produce detailed reports, specifications and scope of works and prepare estimates, feasibility studies, plans, sketches, and drawings within the agreed period of time.

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Be proficient in the correct diagnosis of building failures and be competent in the use of devices, aids and instruments for the purpose of making assessments and diagnoses.

Provide prompt, courteous and helpful response when dealing with queries from, or initiating contact with service users, their representatives, outside agencies and residents.

To deal with all technical aspects of cases effectively and efficiently.

Liaise closely and establish good working relationships with all stakeholders.

Monitor and oversee works on site agreeing start dates, works in progress, standards of workmanship, materials etc. ensuring compliance with the prepared schedule.

Upon completion of the schedule of works, arrange Post Inspection and receive resident signature for agreement of work closure

When required, act in the capacity of an expert witness in the preparation of reports and Scott schedules, providing advice - from time to time I may be required to give expert evidence in court.

When necessary, regularly and confidently challenge external legal representatives and / or external appointed expert witnesses.

Provide an excellent technical advice resource and service to all PCH departments, residents and all stakeholders

Assist with the updating and maintaining the PMT / PCH Disrepair records.

To understand how buildings work, the systems within them and know how fire behaviour can impact on their effectiveness and overall life safety in the building

To understand the principles of building design and the key components of the building and their implications for maintenance and disseminate an awareness of fire (building) safety for all workstreams

To understand physical changes in the building and identify the reasoning for recording changes and its impact on the golden thread, safety case and resident and building safety.

Monitor and evidence Value for Money in all areas of my work

Manage and understand and manage risk in all areas of my work

At all times behave professionally and in accordance with the Phoenix Code of Conduct

Be familiar with and act at all times in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations.

Support the Senior Planned Maintenance and Property Surveyor or their nominees through the provision of such services and expertise as may from time to time be required.

To assist with resolving problems, disputes, CRM cases and complaints received by residents, PCH departments and stakeholders to ensure customer satisfaction using lessons learned.

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Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

### **My health and safety obligations**

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

### **My safeguarding obligations**

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description lists key responsibilities and is not exhaustive. It may be reviewed from time-to-time in consultation with my manager in accordance with the needs of the service.

**Person Specification**

Section	Criteria
<p><b>Experience, Knowledge, Understanding</b></p>	<p>Extensive knowledge of building repairs and maintenance.</p> <p>Up to date knowledge of procedures, legislation and best practice related to repairs and property [building] safety</p> <p>Knowledge of Building Regulations, planning procedures and other building related legislation and standards.</p> <p>Knowledge of building pathology sufficient to interpret information gathered from inspections to formulate the necessary remedial/preventative actions and make recommendations for repair.</p> <p>Awareness of the various methods of housing construction and potential defects that may be identifiable.</p> <p>Knowledge of all relevant and current Health and Safety legislation Excellent numeracy and analytical skills, able to interpret statistical and financial information, make informed judgement, appraise risk, and convey advice as appropriate.</p> <p>Ability to accurately record the condition of the inspection and take quality focused photographs.</p> <p>Be able to react positively to pressure, maintaining high levels of performance and self-motivation.</p> <p>The ability to work flexible hours as dictated by the needs of the service. Develop and maintain good relationships with colleagues, external organisations, and customers.</p> <p>The ability to work within and accordance to the organisation’s governance procedures.</p> <p>Good IT skills with the ability to use MS Office and PCH’s core systems updating information on a tablet.</p>
<p><b>Education and Qualifications</b></p>	<p>Relevant Professional qualification in related field such as Building Surveying, Building Services or through the Chartered Institute of Building and / or five years’ experience in property surveying. To have or be prepared to work towards a relevant Building [Fire] Safety Qualification.</p> <p>NVQ Level 4 or NHC in Building Surveying or suitable equivalent construction related subject.</p>
<p><b>Skills</b></p>	<p>Experience of working in a Repairs and Maintenance environment</p> <p>Experience of providing technical support and advice to a range of stakeholders</p>

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	<p>Experience of working in a customer facing environment</p> <p>Extensive and demonstrable Building surveying experience and extensive knowledge of Legal legislation in relation to Housing disrepair and ability to interpret legislation in application of legal repair works</p> <p>Ability to effectively manage a technical caseload within target deadlines</p> <p>Effective verbal and written communication skills.</p> <p>Ability to produce technical reports.</p> <p>Ability to carry out site surveys and estate inspections.</p> <p>Ability to represent PCH as a witness in legal proceedings.</p>
<b>Equality and Diversity</b>	Demonstrate commitment to equality of opportunity in employment and service provision.
<b>Phoenix Strengths</b>	Demonstrate commitment to the Phoenix Strengths: <ol style="list-style-type: none"><li>1. Community</li><li>2. Customer</li><li>3. Consideration</li><li>4. Collaboration</li></ol>

\*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
<b>Relating (Community)</b>	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
<b>Teaming (Community)</b>	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
<b>Serving (Customer)</b>	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
<b>Doing (Customer)</b>	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
<b>Leading (Consideration)</b>	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
<b>Flexible (Consideration)</b>	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
<b>Sharing (Collaboration)</b>	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
<b>Celebrating (Collaboration)</b>	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

<b>Make it Better</b>	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
<b>Solution Finder</b>	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.