

JOB TITLE: Maintenance Surveyor

REPORTS TO: Building Services Manager

RESPONSIBLE FOR: N/A

Who are Accent?

We own almost 22,400 houses across the north, east and south of the country. They are home to over 41,000 customers. We exist to improve lives, providing people with high quality homes, affordably. Whatever their housing need, whether family, single, older or more vulnerable – our customers come first. They are always at the very heart of our business.

If you feel great about putting customers first, then we feel great about you joining the Accent team.

And we are a team. We live and breathe our values – we are smart, we are driven, we are caring and we are inclusive – are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to improve the customer experience and make sure we keep to our promises, then you are the person we are looking for.

Come and join us and start your own journey with Accent. We aim to be number one, and you could help us get there.

As a Repairs & Voids Surveyor, a typical day might include:

- Ensuring effective delivery of the repairs & voids maintenance service, ensuring works orders are correctly processed and progressed within agreed time scales
- Monitor quality standards and handle complex repair cases, including major repairs and insurance claims
- Attend properties to carry out pre and post inspections and assess damage/disrepair; establish cause and determine responsibility
- Under take full house surveys following damp & Mould, disrepair or high volume of repairs, ensuring each case is managed through to completion and all data is accurately recorded
- Conduct joint pre / post inspections and work in progress inspections with contractors, where necessary
- Responsible for checking and authorising pre-payment certificates / invoice requests prior to payment
- Making an effective and proactive contribution to the delivery and development of the service in accordance with the contractual KPI targets
- Supporting colleagues with ongoing repair issues and eliminating long-standing repairs,
- Analyse the reasons for repair demand, e.g. the top ten homes with the most repairs in your area, actioning as required

- Assisting with regional customer safety / fire safety / health & safety issues
- Collaborating with the housing teams and other colleagues to ensure repairs and voids are managed effectively
- responsible for the completion of void schedule of works to ensure all works, as required under the void lettable standard, have been scheduled accurately and all recharges are identified
- Inspecting void properties as works progress and maintaining a strict regime of all post inspections
- Responsible for collection and collation of stock condition data for Property Services; collect information with regards to stock condition, age, repairs and remaining life of components
- Attend weekly repairs and voids meeting and monthly operational meetings as required
- Making an effective and proactive contribution to the delivery and development of the service in accordance with the contractual KPI targets
- Monitor customer satisfaction through feedback and complaints, ensuring customers are kept informed and all communications are recorded within the Housing Management system
-
- Other:
 - Confident in their knowledge base to challenge the service providers operationally to ensure quality of workmanship delivery promises are kept
 - Understand customer issues and complaints and work with colleagues and customers to conclude in agreed timescales
 - Bringing our values to life through your everyday actions and words
 - Owning policies and procedures which support the clarity of service delivery and standards application
 - Responding to emergency out of hours service enquires, occasionally attending emergency repairs out of hours

Your core role and focus is all about working with internal & external colleagues and external contractors to ensure we deliver a first class responsive repairs service and set the lettable void standard and ensure all voids meet the quality standards required. You will take a lead role for the region in managing the responsive repairs and voids service and influencing delivery methods and the overall customer experience. We want our people and our customers to be proud of the homes we provide and you have a key part to play in this.

What you'll bring:

We'll expect you to be part of the team and deliver your service in line with our values and behaviours

Our Values - The principles we work by

Our Behaviours - The way we put our principles into practice

In order to deliver on our values, we all:

- Take ownership and have the freedom to make decisions
- Keep our promises
- Are open, honest and respectful
- Value people and celebrate their differences
- Take time to listen and are approachable
- Take pride in knowing our customers



The must haves:

- HNC Building or equivalent, or qualified through experience
- Attained or working towards a technical qualification – maintenance / construction
- Evidence of regular study in support of continued professional development
- Strong and demonstrable contract, performance and budget management knowledge / skills
- Ability to interpret legislation and understand building products and their associated life cycles
- Be able to prioritise workloads and meet deadlines, working with minimal supervision
- Good interpersonal communications and time management skills
- Be a team player
- Customer focus - able to see service provided through the customers' eyes
- Honesty and integrity
- Be confident to challenge
- Numeracy and literacy skills essential. IT literacy, as well as the ability to use company operational software
- Full UK driving licence and access to a vehicle for business use

The added extras:

- You'll be adept at change, having got hands on experience living and breathing new ways of working and knowing how to bring your colleagues along for the experience.

We all have our part to play

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.

- We're aware of our personal responsibilities regarding health and safety, and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: _____

Name: _____

Date: _____