

Job Description	
Position	Regeneration Repairs Surveyor
Department/ location	Housing Management Service
Reports to	Regeneration Service Manager
Staffing responsibilities	N/A

### Overall context and purpose of the role

The focus of the role is to manage all responsive day to day reactive repairs delivered on Barnet Homes regeneration estates. To be responsible for checking that the quality of work carried out by the DLO as well as all external contractors meets the high standard of quality we have come to expect, and to further ensure that Barnet Homes and its residents are provided with an excellent standard of service delivery and cost control. To manage and put in place all necessary support training for new team members within the Regeneration Service. Apply the necessary customer focused skills to negate the escalation of complaints and ensure resulting actions are managed to achieve the desired outcome of Barnet Homes and our residents.

### Main duties and responsibilities

- To manage all regenerations estates within the Barnet Homes stock and carry out any technical inspections or investigations as required in relation to the delivery of the repairs service and identify and manage customer repair requests.
- Raise works orders in accordance with the Repairs & Financial Policy's and regulations accordingly to reflect customer requests for service.
- Prioritise work and manage complaints and correspondence.
- Support the organisation in delivering a full reactive repair service within all its regeneration estates.
- To liaise, monitor, progress all repairs to Barnet Homes regeneration stock through its DLO and partnering contractors
- To liaise with external consultants in gathering independent survey reports on damp specialist works, structural works, party wall matters, planning departments, building control departments, pest control works, and external agencies to support the repair service function.
- To provide summary reports where required of all on-going managed cases, planned works, and technical de-canted properties outlining levels of performance of Barnet Homes contractors and performance manage contractors delivering repairs to ensure strict time lines of completions are adhered to.
- To attend all necessary internal and external meetings with partners, residents, leaseholders to discuss and agree levels of service delivery
- To have a working knowledge and understanding of the fire regulatory reform act
- Manage large de-cant repairs engaging with all relevant teams and the de-cant process.
- To effectively communicate to residents and leaseholders in the written format answering complaints and enquires
- To take part in the emergency out of hours service subject to officer's geographical location to the Borough of Barnet and response times
- To undertake technical inspections of Barnet Homes regeneration stock including all leased properties to distinguish reactive repairs in line with Barnet Homes Policy's
- To fully engage with our DLO and our partnering contractors to supervise quality assurance and progression of works in a timely manner & direct the partnering contractors in line with contractual performance
- To be customer focused always placing our residents at the forefront of our business needs

- To be able to manage and prioritise work schedules
- To engage formally with residents and leaseholders in written and verbal communications
- To engage with the DLO and all external providers of services in line with our responsibility as a landlord
- Carryout pre- and post-inspections of repairs undertaken by Barnet Homes partnering contractors
- Where applicable to carry out customer satisfaction surveys
- To deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade
- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk
- Deliver Barnet Group's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services Barnet Group delivers.
- Demonstrate commitment to a culture of safeguarding children, young people and vulnerable adults
- Responsibility for ensuring project deliverables are met within timeframes, escalating issues and risks to management.
- To represent Barnet Homes in meetings and be able to liaise on a regular basis with senior managers from LBB, R<sup>e</sup>, partner RSLs, and contractors, local Councillors, Members of Parliament, and residents' representatives.
- To communicate and consult with residents on estates, including providing information as required by Residents' Partnership Boards. This includes delivering presentations to groups of residents prior to their moves, anticipating and answering their questions clearly and concisely.
- To work with other relevant parties to support and deliver community engagement functions against a workplan agreed with the Resident Engagement Team and line manager.
- To carry out regular estate inspections ensuring that residents are involved and standards are maintained within the organisations Performance Indicators. To work with residents and other departments to identify estate improvements
- To ensure that customers adhere to the repairing covenants in their lease or tenancy and co-ordinate efforts with repairs services when necessary in ensuring that cases of disrepair get resolved
- To demonstrate an understanding of data protection and confidentiality when dealing with customers
- To take steps to identify and to seek training to address any skills and knowledge gaps to ensure that the requirements of the post are carried out in an informed, professional, efficient and effective manner
- *To ensure that all performance targets within the service area are met and that all procedures are carried out in accordance with Barnet Homes policy*
- Maintain an understanding of external best practice and developments within the sector to ensure a strong customer focus in delivering support activities for the area.
- Identify the needs of vulnerable communities in order to deliver highly responsive services directly to the customers.
- Perform face-to-face visits to customers and ensure that the needs of vulnerable children and adults are addressed and met and ensure that senior staff is regularly consulted and updated with reports.
- Build and maintain strong internal working relationships within the wider service area in order to ensure the cohesive delivery of services to customers
- To ensure that all existing casework management and IT systems are updated promptly and accurately as appropriate. To contribute to the development of these systems in order to ensure that they are effective and to make recommendations for improvements, if necessary.
- Build effective working relationships with internal stakeholders in order to support the effective delivery of services in compliance with legislature, regulations and Barnet Group policies and procedures. .
- To be able to work alone, visiting residents in their home while observing the organisations lone working procedures

- Maintain broad awareness of other departmental functions across Barnet Group in order to provide effective service to a range of internal customers by effectively understanding and meeting their needs.
- *To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service*

## General Obligations

### Performance management

- Ensure that performance targets are met and a culture of performance management, customer care, value for money and resident / service users' empowerment is embedded across the Group

### Flexibility

- Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.

### Health and Safety & Data Protection

- All employees have a legal duty to ensure the health and safety of people at work and members of the public in premises or sites controlled by The Barnet Group in accordance with safety legislation and The Barnet Group safety policy.
- All employees have a duty to ensure that they are familiar with and follow the provisions laid out in the General Data Protection Regulations and The Barnet Group's internal data protection policies and procedures

### The Barnet Group's commitment

- Deliver The Barnet Group's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services The Barnet Group delivers.  
Demonstrate commitment to a culture of safeguarding children, young people and vulnerable adults

## Person Specification

**Job title:** Regeneration Repairs Surveyor

### Education, Qualifications, Memberships

- Educated to GCSE level including C in Math's and English (or equivalent qualification through experience)
- Excellent numeracy and literacy skills
- HNC, Trade Qualifications or background in the building industry within building construction is desirable
- Access to a vehicle

### Experience

- Experience of working within responsive repairs for a social housing provider
- Experience of dealing with the public in a customer service environment
- Experience of partnership working and developing external relationships
- Experience of working within a team
- Good IT literacy and experience of using Microsoft Word/Excel

## Skills and Knowledge

- Strong technical knowledge of the building industry in site construction and management and the practical application of all relevant legislation and good across all forms of tenure managed by Barnet Homes within our regeneration estates.
- A working knowledge of the following duties is essential to carry out the post:
  - Carryout damp inspections and analyse outcome to mitigate dampness to the stock
  - Variations requests including electrical, carpentry, trowel, plumbing, structural works, roofing, drainage, water mains, internal decorations, and voids.
  - Disseminating external reports onto Barnet Homes bespoke schedule of rates contract for the purpose of raising works orders to the repairs contractor
  - Structural inspections and repairs.
  - Roofing Inspections.
  - Fire, Insurance works and claims. Fire Risk Assessment works
  - Fencing works.
  - Planned estate works and estate inspections.
  - Planned cyclical works.
  - Section 20 consultation works
  - Party wall agreements.
  - Drainage & water main related repairs
  - Provide stock data and Client CDM information.
  - Have a working knowledge and understanding of health & safety within the service area of the role.
  - Delivering monthly performance related targets set within the repairs team
  - Post inspections of completed repairs
  - Attend out-of-hours meetings of Boards, Forums, Tenants' Forums and Community Panels, as required.
  - Work flexibly within the scope of this post to fulfil the business objectives contained within the Barnet Homes Delivery Plan.

This list of main duties is not exhaustive and the post-holder may be required to carry out other duties, as required

- Excellent customer support and service skills
- A practical understanding of what constitutes excellent customer care, how it can be measured and improved and a commitment to delivering it and an experience of working with residents to improve service provision
- The ability to demonstrate a proactive, customer focused/witness centered approach to the job
- The ability to work flexibly, on own initiative, under pressure, managing competing priorities, problem solve and a questioning approach to service delivery
- The ability to communicate logically, concisely and effectively at all times linking in networks to build effective working relationships
- The ability to demonstrate influencing skills, confidence and tenacity to ensure timely resolution of repairs requests.
- Ability to effectively prioritise and coordinate own workload and the work of others, where appropriate
- Ability to independently respond to and resolve queries to issues within area of responsibility, maintaining confidentiality and integrity.
- Ability to analyse data and present findings and/or recommendations to inform senior level decision making
- *Ability to be a positive role model to members of the team and colleagues and an excellent ambassador for the organisation when appropriate*

Values	Behaviour Indicators
• Show respect	• Treat other people as you wish to be treated yourself

• Find solutions	• Think outside the box, and be innovative
• Make a difference	• Go the extra mile to show your customers you really care
• Be person-centred	• Treat everyone you meet as an individual, and remember, one size does not fit all