



## **Job Description**

<b>JOB TITLE:</b>	Property Litigation Surveyor (2 year FTC)
<b>LOCATION:</b>	Newlon House, London N17
<b>SALARY:</b>	£46,719 pa plus up to 5% PRP bonus
<b>REPORTING TO:</b>	Assistant Director Operational & Strategic Asset Management

### **B MAIN OBJECTIVES**

To support Newlon's property litigation work as part of delivering Newlon's Corporate Vision for Property Services and the Trust's maintenance procedures. The post holder will play a leading role in monitoring and supervising the performance of Newlon's repairs contractors by overseeing all inspections and property litigation works. The post holder will be part of a team that provides Newlon and its customers with a cost effective, high quality, customer focused maintenance service.

## C SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1.	To manage the surveying function in property litigation cases, HHSRS, legal disrepair, Section 20 First-Tier Tribunals and works relating to complaints.	<ul style="list-style-type: none"> <li>• To ensure that an accurate and current register of all property litigation and complaint cases is maintained.</li> <li>• To ensure that all property litigation and complaint cases are dealt with in a timely and proactive manner to minimise litigation and compensation pay-outs.</li> <li>• To act as proactive and effective liaison with customers and other departments.</li> <li>• To liaise with Newlon's legal representation on property litigation cases and attending Court where required.</li> <li>• To prepare specification of works and procure suitable specialist contractors to undertake works and ensure that these are delivered on time, within budget and to required quality.</li> </ul>
2.	To be the responsible person for writing in-depth inspection reports and act as Newlon's expert witness at court.	<ul style="list-style-type: none"> <li>• The post holder will be responsible for preparing in depth property court complaint inspection reports, schedule of loss and photographic schedule for all legal cases.</li> <li>• To stand as expert witness and give evidence at court hearings.</li> <li>• To prepare/assist Newlon's litigation solicitor with accurate witness statements</li> </ul>
3.	To manage all works relating to Property Services complaints and complex repairs cases.	<ul style="list-style-type: none"> <li>• Respond to customer complaints promptly within SLA and in accordance with Newlon Gold Standards</li> <li>• Complaints resolved to customers satisfaction wherever possible</li> <li>• Minimise litigation and compensation through proactive and effective liaison with customers</li> <li>• Proactively support colleagues in the CSC and Quality Team in dealing with complex issues and complaints</li> </ul>

Key Tasks and Responsibilities		Performance Standards
4.	To oversee works relating to legal cases	<ul style="list-style-type: none"> <li>• Inspect / Instruct and oversee all property litigation works</li> <li>• Monitor and manage time, cost and quality of all property litigation works to ensure works are delivered within target times to high standard and expenditure is kept within budget</li> <li>• Liaise with repairs contractors and attend on-site meetings where required</li> </ul>
5.	To manage the delivery of agreed repairs/improvements to properties with active complaint and property litigation cases.	<ul style="list-style-type: none"> <li>• To procure sufficient supply chain to deliver specialist works streams relating to complex works.</li> <li>• To manage the delivery and quality of works and ensure that these are delivered in time, budget and to a high standard.</li> <li>• Liaise with all repairs contractors and attend on-site meetings where required</li> <li>• To ensure that full suite of KPI's are managed and maintained on all works relating to complaints/property litigation cases.</li> <li>• To oversee and manage any decant cases relating to complaints and/or property litigation cases.</li> </ul>
6.	To Maintain a comprehensive stock condition and asset database.	<ul style="list-style-type: none"> <li>• To ensure that all Stock condition surveys undertaken on complaint and property litigation cases and any works undertaken are updated on Newlon's systems.</li> <li>• Maintaining a readily accessible and accurate asset register of Newlon's property,</li> <li>• Accurate and insightful information on stock condition and future investment requirements provided to senior management team and Executive.</li> <li>• To ensure that all inspection and works information is recorded within Dynamics.</li> </ul>

7.	To ensure that exposure to risk regarding Health and Safety is minimised.	<ul style="list-style-type: none"> <li>• To ensure contractors are compliant with health and safety issues as they relate to legislation and Newlon's procedures</li> <li>• Ensure contractors are aware of the risk of asbestos in Newlon's properties and adhere to the Trust's Asbestos management strategy</li> <li>• Carry out all obligations relevant to your role under the internal procedure</li> <li>• To ensure that no properties have any outstanding repairs that could constitute to HHSRS failure.</li> </ul>
8.	To be part of Newlon's Property team.	<ul style="list-style-type: none"> <li>• Fully participate in property team meetings</li> <li>• Preparing and contributing to plans and strategies</li> <li>• Assist the Property Services works managers in setting budgets and making bids for funding</li> <li>• Writing and contributing to reports and provide all senior management with a monthly progress report.</li> <li>• To assist with the delivery of corporate and Departmental objectives and ensure the business plan objectives are delivered</li> </ul>

No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.