



## Job Description

<b>JOB TITLE:</b>	<b>Trainee Building Surveyor</b>
<b>LOCATION:</b>	<b>Newlon House, London</b>
<b>SALARY:</b>	<b>£30,318 per annum plus up to 5% Performance related bonus</b>
<b>REPORTING TO:</b>	<b>Head of Service</b>

### **A MAIN OBJECTIVES**

To assist the Head of Service in delivering of all Newlon's all planned and reactive work streams.

The post-holder will be responsible for overseeing all DFG applications, party wall requests, variation and post inspection ques and to provide general support to the repairs and planned works work streams to ensure that financial, quality and customer satisfaction is maintained.

## B SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
1.	To assist the Property Services Team and maintaining a full suite of property key performance indicators (KPIs). To correlate and produce regular Property management information reports.	<ul style="list-style-type: none"> <li>• To become an expert user of all Property information systems but specifically Dynamics, Newlon's Stock Condition and Compliance Databases.</li> <li>• To run weekly reports and ensure that Data is analysed and accurately reported to Newlon's management team.</li> <li>• Ensure that the relevant people involved are kept informed by a full range of communication channels – including writing letters / emails and newsletters.</li> </ul>
2.	To assist the team to ensure the smooth running of all works programmes between the different teams within Newlon.	<ul style="list-style-type: none"> <li>• Evidence of compliance with policies and procedures</li> <li>• Clear and effective communication with internal departments</li> <li>• To attend appropriate meetings on the effective and efficient running of the void procedure</li> <li>• To coordinate the Property Service Work tasks relating to complaints / MP enquiries and interdepartmental service queries and ensure that these are closed out within the specified timeframes.</li> <li>• Contractors are able to start work on void properties immediately following tenancy termination</li> <li>• Void works are completed in line with Void Procedures</li> <li>• All properties are completed to void standards and fully certificated before being let</li> <li>• Void losses kept to a minimum</li> </ul>

3.	To run weekly reports from on all open repair/void jobs raised by Property Services Department.	<ul style="list-style-type: none"> <li>• To actively monitor open inspections and chase surveyors for updates.</li> <li>• To chase contractors for updates on open jobs</li> <li>• To extend jobs that are delayed due to unforeseen delays due to material shortages and alike.</li> <li>• To liaise with residents and ensure that they are kept informed on any delays relating to repairs to their home.</li> <li>• To ensure all updates are recorded on dynamics</li> </ul>
4.	To carry out computerised and manual administration on a variety of databases used by the Property Services department	<ul style="list-style-type: none"> <li>• Ensure all property repair records are maintained and updated promptly including:-</li> <li>• All data relating to voids and component replacements are updated within Integrator database and all EPC data, Gas Safe and electrical certificates and documents are recorded accurately and passed to the lettings team prior to relet.</li> </ul>
5.	To assist the repairs team with ordering works and authorising contractor payments up to a level of £5,000.	<ul style="list-style-type: none"> <li>• To assist with processing of supplier payments in line with agreed terms.</li> <li>• Minor works orders placed in line with financial standing orders and to correct target timescales.</li> <li>• Rejected and withheld invoices are correctly documented and followed up on a regular basis.</li> <li>• To raise and issue works orders to contractors and suppliers.</li> </ul>
6.	To assist with verification of works completed in instances where post inspections are identified to works below a £5,000 level, and to identify higher level works for post inspection by surveyors.	<ul style="list-style-type: none"> <li>• Residents contacted at home to confirm works completed and to an acceptable standard.</li> <li>• Contact with residents is handled in line with the principles of Newlon Gold.</li> <li>• Higher value repairs identified and passed to staff with required authority levels to conduct post inspections.</li> <li>• Required % of works quality checked and post inspected.</li> </ul>

7.	To assist with liaison with Contractor's supervisory personnel to ensure the works are delivered on time and to required quality.	<ul style="list-style-type: none"> <li>• Attend and contribute to contract and site meetings,</li> <li>• Agree and implement quality control procedures, ensuring effective and efficient quality inspections are carried out and recorded,</li> <li>• Maintain a critical but constructive relationship with the contractors,</li> <li>• Assist with Undertaking a trouble-shooting role and provide</li> <li>• guidance in respect of problems and defects.</li> </ul>
8.	To manage all repair / variation and works dashboards	<ul style="list-style-type: none"> <li>• To manage all repair, variation and works dashboards and ensure that all activities and cases are updated and closed out within service standards.</li> <li>• To escalate potential performance risks early to senior management</li> </ul>
9.	To manage all property services complaints and MP/Councilor enquiries	<ul style="list-style-type: none"> <li>• To ensure that full response is provided within service standards.</li> <li>• To act as liaison and facilitate cross departmental responses when enquiries relate to other matters to ensure that full response to all points are covered initial response to MP/Councilor enquiries.</li> <li>• To update Newlon SRT and quality team on a regular basis and ensure all notes are inputted on to dynamics cases.</li> <li>• To ensure that full response is provided within service standards.</li>   <li>• To act as liaison and facilitate cross departmental responses when enquiries relate to other matters to ensure that full response to all points are covered initial response to MP/Councilor enquiries.</li> </ul>

10.	To manage all Disabled Facility Grants over £1500	<ul style="list-style-type: none"> <li>• To process and review all DFG grants over £1500</li> <li>• To meet with DFG consultant and ensure works are delivered on time and to high standard.</li> <li>• To undertake joint inspections with consultant</li> <li>• To process all DFG paperwork and ensure any payments outside the DFG are processed.</li> <li>• To raise all repairs, property records relating DFG works are maintained.</li> <li>• To oversee DFG annual DFG budget and ensure that it is not overspent.</li> </ul>
11.	To be the lead on all Party Wall requests	<ul style="list-style-type: none"> <li>• To administer all party wall requests for 3<sup>rd</sup> parties</li> <li>• To appoint single /joint party wall surveyors</li> <li>• To review all party wall proposals and object to any requests that may impact negatively on Newlon's stock.</li> <li>• To maintain all property records and ensure that any agreements are reported and recorded on Newlon's property systems.</li> </ul>
12.	To provide Repairs manager with weekly reports on all jobs relating to water ingress / damp and mould	<ul style="list-style-type: none"> <li>• To run weekly reports on any repairs logged relating to leaks /damp and mould and ensure that residents are contacted and D2D surveyors attend promptly to carry out initial assessment and produce full report.</li> </ul>
13.	To ensure that Repairs manager has been furnished and has oversight of all out of hour jobs on a daily basis.	<ul style="list-style-type: none"> <li>• Ensure that full out of hours report is provided to repairs manager for review.</li> <li>• To ensure that all follow on works from out of hours has been raised.</li> <li>• To make contact with residents and ensure that all repairs have been completed and establish if follow up inspection is required.</li> </ul>

14.	To assist the Asset Team with on-site coordination, control and completion of all maintenance projects.	<ul style="list-style-type: none"> <li>• Agree access and working arrangement with the contractor.</li> <li>• Track and report project progress.</li> <li>• Ensure necessary consents, insurances and documentation is in place before allowing works to proceed.</li> <li>• Validate payment applications with the Quantity Surveyor.</li> </ul>
15.	To assist with Monitoring and supervising the progress and quality of works.	<ul style="list-style-type: none"> <li>• Continuously monitor works against specification and method statements,</li> <li>• Carry out regular site inspections to ensure standards and practices are satisfactory,</li> <li>• Inspect finished works, produce snagging schedules and certification,</li> <li>• Ensure all relevant documentation, warranties and certificates are received and recorded to Newlon's systems at completion.</li> </ul>
16.	To assist the Head of Service in ensuring agreed works programmes and projects are completed on time, to budget and required quality.	<ul style="list-style-type: none"> <li>• Clear and accurate reports and KPI's are reported and presented on project performance.</li> <li>• Performance issues reported and suppliers challenged where necessary,</li> <li>• Assisting the Quantity Surveyor with information for valuation, final accounts and financial reports.</li> </ul>
17.	To adhere to all relevant Newlon Policies and procedures	<ul style="list-style-type: none"> <li>• Compliance with all Newlon policies and procedure including Diversity, Newlon Gold service standards, Health and Safety and Sustainability.</li> <li>• Carry out all obligations relevant to your role under required procedures.</li> </ul>
18.	To assist Building Surveyors with the delivery of annual stock condition survey programme	<ul style="list-style-type: none"> <li>• To under stock condition surveys to ensure all Newlon's stock complies within Decent Homes and Landlord repair obligations.</li> </ul>

19.	To ensure high levels of customer service in line with “Newlon Gold” standards.	<ul style="list-style-type: none"><li>• Delivery of outstanding customer satisfaction and service levels for both internal and external customers</li><li>• Complaints and queries resolved efficiently and sympathetically</li></ul>
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No job description can cover every issue which may arise within the post and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.