

Job Profile

Job Title	Maintenance Surveyor	
Reports to (job title)	Maintenance and Contract Manager	
Job Reference No.	HOMEJD246	Date of issue: Sep 2025

The job in a **nutshell...**

Surveying and inspecting homes to ensure they're safe, well maintained, and meet required regulatory standards, you identify issues, arrange repairs, and oversee improvements, ensuring everything runs to schedule. You drive quality through surveying, ensuring our customers' homes are comfortable, safe, compliant and up to standard. Working within our Repairs and Maintenance workstreams, you provide technical knowledge that enables reliable, consistent and high-quality outcomes to all Home Group customers, colleagues, and stakeholders.

What **success** will look like...

A proactive, high quality and commercially focused surveying service provided to customers and our Maintenance Operational teams, achieving our customer satisfaction measures, service standards, Key Performance Indicators (KPIs) and delivers on our Customer Promise.

Complex surveying and diagnosis of our buildings, capturing accurate system records, scoping of works, measures, and materials. Solutions to problems such as damp and mould and disrepair are identified, enabling works to be carried out to the correct specifications and required standards. Works are delivered with the knowledge that you've prioritising the right tasks, at the right time, for the right reasons, working to our Operational plan.

Keeping the customer experience at the heart of everything you do, you act quickly when things go wrong. Taking ownership and accountability to put things right through collaborative working, clear communication and keeping accurate records (working smarter not harder).

Strong and positive relationships with contractors and in-house teams across the business, enhancing our reputation for delivering a service that gets things right first time.

Regular quality checks and pre/post inspections are carried out that ensures the quality and condition of work, adhering to legislation and statutory compliance. You quickly address and resolve any work or conditions that fall short of our standards.

Being curious and confident to challenge spend with a commercial mindset, working to schedule of rates (SOR's). Working to procurement and contract rules including delivering

projects and programmes on time and within budget, returning value for money to the organisation.

Working with colleagues across Maintenance Operations and the wider business ensuring end to end completion of works with strong customer and colleague communication throughout. You're a team player, prepared to travel or support other workstreams when needed to meet customer demand.

All works meet the required Health and Safety legislative standards with zero tolerance to non-compliance. You have played your part in ensuring our full compliance to CDM regulations and works are being delivered safely for our customers. Appropriate consultation for Leaseholders is undertaken with regards to procuring works in line with Section 20 legislation.

Diagnosing and managing repairs effectively, you have ensured our homes are safe, habitable, and compliant with all relevant legislation, including requirements under Awaab's Law and HHSRS within the statutory timeframes, including damp, mould and emergency repairs (and any future requirements).

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are self-starters • Be well organised • Be proactive • Strive to get it right first time • Be a technical specialist	Building Surveying expertise and professional qualifications • HNC, HND or Degree in Surveying or a Construction-related discipline, or MCIQB and strong post-qualification experience • PCAQT and HHSRS qualification or willingness to complete after joining us • Understanding of Construction Design Management (CDM) regulations with a specific focus on undertaking the client and design roles • A good knowledge of Damp and Mould, Building and Planning regulations, Decent Homes Standard, Landlord and Tenant Act, Homes (Fitness for Human Habitation) Act.
We get where our customers are in their lives	Technical delivery • Strong understanding of building pathology with ability to diagnose complex works such as subsidence etc.

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• Listen to our customers to understand their needs • Recognise that each customer is different adapt, a flexible personal approach • Understand how your role makes a difference to our customers	• Experience of overseeing contractors in a contract delivery environment • Experience of diagnosing and scoping property conditions, including disrepair and dilapidation surveys and remedial works • Experience of using systems to record accurate property information and apportion works
We have an eye for detail • Applying legislation and working within policies and procedures • Uses performance information to drive improvements • Pay attention to the details.	Construction and compliance knowledge • Sound knowledge of building construction and carrying out building surveys using schedules of rates to produce scopes of work, interpret drawings and apportioning the correct costings • Up to date knowledge of building repairs, construction, and safety

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Hold a RICS professional registration. Up to date knowledge of the housing and/or social housing sector and the external factors that can influence or change the way we work, so we can pre-empt and prepare for change proactively. Have or prepared to work towards Health Safety and Environment Test - CITB (CSCS)
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We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care, and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way. Promoting equality, diversity, and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.
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Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £ 0	
Manages People	No	# of direct reports circa 0	
Travel	Frequent	Driving Essential	Yes
DBS	Basic		



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