

Job Profile

Job Title	Home Condition Surveyor		
Job Reference No.	HOMEJD848	Date of issue:	August 2026

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

Acting as a Home Group Ambassador you will carry out condition surveys of our rented properties. You will collect data, both internally and externally to help us inform our internal planned maintenance programme. This will ensure we deliver on our customer promise, carrying out work at the right time to ensure our customers have a safe place to live.

You may also be called upon to survey and sign off small building works, monitoring and inspecting contractors works as and when required.

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

All our properties will have an up to date and correct survey complete with updated lifecycle information for components from, Kitchen and Bathrooms to Roofs and Garden Walls. You will ensure the information is fit for purpose and properties are the best they can be for our customers.

You will work closely with the local Maintenance Surveyors from our Compliance, Planned and Responsive teams in your area to understand the issues and common defects that may be relevant to your survey or area, you will also work closely with our Design & Performance Surveyor and asset team to work through any questions or issues that may arise as part of the role.

You will also be great at building relationships with our customers, listening to any concerns they may have or helping to arrange emergency repairs to make sure the property is safe.

You will also periodically work with contractors to check work is completed to a high standard, identify safety issues in properties and provide assistance on energy usage and sustainability when needed.

Hold a relevant HND or HNC in a relevant construction discipline or have relevant experience in construction and the built environment, demonstrating a genuine interest in construction, repairs and maintenance and design, ideally gained within the Social Housing sector.

You understand how stock condition surveys work and their importance to the way information is stored, modified and used in the bigger planned maintenance programme.

Knowledge of housing repairs and improvements, including experience of Building Regulations, best practice, Housing Health & Safety Rating System (HHSRS), an understanding of

sustainability and its importance in social housing and ideally be a registered energy assessor (or willing to work towards becoming one) be confident working to guidelines, specifications, contracts and data.

You will have a keen eye for detail and be comfortable working on your own (Don't worry though, you are part of a bigger team of surveyors in your patch so will have plenty of colleagues to ask questions to!) and dealing with a large amount of data. Being friendly and courteous to our customers and instilling confidence in what you do and the data you are collecting.

You should also be an excellent planner having the ability to understand your area and workload and turn this into a deliverable plan of action so that the required surveys are completed each day.

A track record of collaboration and contribution.

Experience of communicating with employees, customers and stakeholders at the right level, communicating complex specifications or legislative requirements that harness change and transform ideas into actions.

Hold a full UK driving license.

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

Transferable Skills.	Technical qualifications, experience and knowledge.
We have win-win mentality • Strive to find a solution everyone is happy with • Take ownership of joint issues to see them through to resolution • Be positive and solutions-focused	Qualifications • Hold a relevant HND or HNC in a relevant construction discipline or have relevant experience in construction and the built environment • Be or understand the HHSRS practitioner role
We are organisers and drivers • Be well organised • Be a technical specialist • Be positive and enthusiastic to drive work forward	Knowledge and understanding • Knowledge of housing repairs and improvements, including experience of Building Regulations, best practice, Housing Health & Safety Rating System (HHSRS) • An understanding of sustainability and its importance in social housing
We know how the world works and our place in it • Take ownership for understanding the external influences on Home Group and what our competitors are doing • We work in partnership with our customers to shape future services, amplifying their voices	Experience and driving • Experience of communicating with employees, customers and stakeholders at the right level • Hold a full UK driving licence

- Understand the direction we are taking and explain the reasons behind key decisions

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

Be a Domestic Energy Assessor (Qualified)
Interpreting technical drawings and guides

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.

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		
Manages People	No		
Travel	Frequent	Driving Essential	Yes
DBS	Standard		

OFFICIAL

