

Post Specification

Post Specification - Key Information

- **Post Title: Surveyor**
- **Date: December 2025**
- **Post Group Number: 8937**
- **Job Family: Regulation and Technical**
- **Job Family Role Profile: RT11**
- **Final Grade: grade 12**

To be read in conjunction with the job family role profile.

Service Area Description

The Housing Landlord Service plays a key role in the Council's housing management and strategic housing function. As a social housing landlord, there is a need for the Council to meet its statutory and regulatory responsibilities. The service covers the following key areas: housing strategy, housing allocation, tenancy management including enforcement, tenant engagement and the careful management of housing stock and tenancies to ensure regulatory standards and legislation are complied with.

The Council's Housing Landlord Service sits within the Thriving Communities Directorate, specifically the Housing division.

As a landlord of social housing, the Council have a legal responsibility to maintain their properties and carry out the necessary repairs to ensure homes are of a good quality, well maintained and safe. The Regulator of Social Housing (RSH) also requires the Council to provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which we are responsible. The Housing Landlords Maintenance team are responsible for ensuring properties meet the legal and regulatory standards expected. They also play a key role in ensuring the housing stock is complaint from a building safety perspective and takes all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas in line with the relevant legislation.

Purpose of this Post

- To deliver a high-quality customer centred repairs and maintenance service to our tenants and customers that is delivered on time, within budget, to specification and in a manner that prioritises the health and safety of tenants and their families.
- To contribute to the delivery of the Housing Asset Management Strategy and the wider objectives of the Housing Strategy to deliver a high-quality service to tenants and communities and contribute to the ongoing development of social housing.
- Contribute to the internal consideration of the Housing Asset Management Strategy decisions, providing recommendations and being aware of the operational implications
- To manage contract arrangements for planned maintenance programmes as directed by the Senior Surveyors or the Housing Maintenance Manager. This will include procurement, risk assessments and health and safety management of hazards affecting customers during building or construction works. Ongoing site inspections and quality checks will also form part of managing these arrangements.

Key Job Specific Accountabilities

- To carry out all forms of building inspection and dilapidation surveys to occupied and unoccupied assets ensuring construction works are specified, procured and delivered in accordance with the Council's policies, standards and legislative obligations. To fulfil the role either in the office, by telephone, in writing, by email, by visiting customers at their own homes or by meeting contractors or other agencies on site.
- To provide effective day to day administration of construction works with responsibility for project meetings, project guarantees/warranties, contractor insurances and the ongoing upkeep and storage of electronic and paper based data records to ensure they are accurate and inform ongoing stock condition assessments.
- To be responsible for the preparation of minor works specifications/drawings/instructions and responsibility for the overall quality of the completed work ensuring repairs, installations and improvements are regularly inspected to meet the parameters specified and are fully compliant with the work specification and/or drawings.
- To effectively manage health and safety of construction works with responsibility for all preconstruction information, construction phase plan reviews and assessment, compilation of the health and safety file (where relevant), periodic audits and inspections of site-based construction activities, and validation of contractor risk assessments, method statements and safe systems of work.
- To provide effective cost management of construction works with responsibility for accurate budget control ensuring payments and cost variations are approved in accordance with the Council's Financial Regulations and Standing Orders, and provide necessary recommendations to ensure compliance.

Key Facts and Figures of the Post

Budget Responsibilities:

- Responsible for budgetary control of construction costs and compliance with the Council's Financial Regulations and Standing Orders.
- Responsible for revenue budgets up to £1m per annum

Staff Management Responsibilities:

None

Other:

N/A

Essential Criteria

Qualifications:

- Qualified to HNC/HND or equivalent in Building Studies or a relevant field.

Knowledge & Experience:

- Considerable and Comprehensive knowledge of health and safety regulations within a construction environment
- Extensive and advanced knowledge of policy and procedure applied to maintenance and construction projects and understand the complexities of the policies and procedures
- Considerable experience of project planning and managing construction or built environment projects
- Experience of dealing with and monitoring the work of building contractors on and off site
- Extensive experience of working within health and safety regulations
- Experience in cost management and invoicing
- Experience of dealing with customers and the general public

Expertise:

- Ability to identify contractor errors and omissions and provide recommendations in order to remedy the issues
- Excellent communicator on all levels with a strong ability to listen and build effective and meaningful relationships, including developing partnerships with external agencies
- Organised and can work to deadlines, prioritising workload to ensure these are met and work is completed effectively
- Ability to demonstrate understanding and empathy when dealing with customers
- Ability to make decisions using specialist knowledge to determine appropriate actions, using appropriate judgement and in doing so consider the wider implications
- Ability to work well as part of a team and foster good working relationships both within and between teams
- Positive attitude to work with a 'can do' approach and ability to deal with conflicting demands and problem solving
- Possess excellent IT skills including the use of Microsoft Office and Outlook or equivalent products
- Be non-judgemental and approachable with a customer-focused approach.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

Emotional Demands:

- There are some occasional emotional demands placed on the post holder in dealing with distressed tenants or those who are being challenged over their actions, which may lead to an increased level of emotional demand where tenants feel distressed as a result of Council actions or decisions.

Physical Demands:

- Site visits with inspections across a range of terrain

Working Conditions:

- There may be some exposure to adverse people behaviour including aggressive or abusive language and behaviour, when challenging tenants over breaches of their tenancy agreement or delivering negative outcomes regarding inspections/surveys.

Other Factors:

- Must have a full driving licence and access to a car to and the ability to travel throughout Westmorland and Furness. You will be required to travel to areas where there is housing stock owned and managed by the Council to carry out building inspections and dilapidation surveys. There will also be a requirement to attend meetings with Contractors.
- This role is office based at the relevant anchor building during the service's operational hours.