

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: Housing Estates and Improvement

JOB TITLE: **Void Surveyor**

ROLE PROFILE

Job Title: Voids Surveyor

Directorate: Housing

Division: select from drop down

Grade: Grade 12

Hours (per week): 36

Reports to: Voids Manager

Responsible for: N/A

Role Purpose and Role Dimensions: At Croydon, we pride ourselves in delivering safe and affordable homes along with low cost, dependable, localised services to our customers.

The Property team are responsible for the delivery of excellent repairs and maintenance services to all Croydon residents this will include day to day reactive repairs, managing of contracts and contractors, complaint handling, issue resolution, empty homes, disrepair, and general surveying duties.

This role is supporting the Void Manager in delivering high quality services and working across other customer-facing service teams, leading to improved customer satisfaction. It is also expected that the role holder will support wider service delivery if needed, including during service peaks through transferable skills and experience.

Travelling across multiple sites mobile out on site on average four days a week as a lone worker, with one day administration. Conducting (on own or jointly with the repairs partners) void inspections to categorise voids in line with agreed criteria, to identify required pre and post occupation repairs, rechargeable repairs, tenant's improvements, and ensure they are completed strictly to the "minimum lettable standard" within the targets set. Go back and post inspect it that work was delivered and decide whether to pay the contractor. They must assess that

information and agree variations, need sound understanding of scheduler rates. Be able to understand 'work baskets and allocate the work basket. Able to work to deliver quantity assurance to issue the work use their expertise and technical competency to check work has been resolved and complete site visits and update the system. Generate system approvals to pay the contractor, attend contract and monitoring meetings. Responsible for reporting on performance and work risk challenges. Responsible for access to family homes and risk assessing the family home environment. The post holder will need to approve and recommend decants, as necessary.

Managing challenging and complex customer needs and expectations across a range of different environments.

Work collaboratively with stakeholders and may need to deputize for Manager/Head of Service as needed.

Generic specialist knowledge across complex housing issues. tenancy officers gaining access, injunctions, including attending difficult situations to gain property access.

Ability to be empathetic and pragmatic to manage the expectations of different situations. (e.g., physical, mental, social, financial, and environmental wellbeing of the customers)

Managing costs within the work orders, need to enable value for money solutions in all areas of their work. Accountable for appropriate public spending of budget

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

Contractors and Consultants; Housing Providers; Suppliers; Customers; Court Representatives; Community Groups, MP's/Mayor

Key Internal Contacts:

Building Safety Inspectors; Disrepair Manager; Tenancy Team; Members of the Property Team; Building Safety Officers; Finance Team; Customer Service Team, Legal

Financial Dimensions:

Ensure that contractors provide value for money through checking of invoices and valuations, undertaking post inspection as required.

Other Considerations: Essential car use (not provided). Basic DBS required

Is a satisfactory disclosure and barring check required? [\(click here for guidance on DBS\)](#) **No**

What level of check is required?

Is the post politically restricted? [\(Click here for guidance on political restriction\)](#) **No**

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974? [\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

Compliance

Key Elements:

This will involve:

Be prepared to represent the council at court where necessary to deliver witness statements.

Ensure Croydon maintenance activities within the borough comply with statutory Health and Safety requirements in respect of execution, testing and recording.

Project and Performance Management

Ensure that contracts/works are delivered in a safe manner in line with current Health and Safety legislation.

Ensure contracts are managed in line with CDM regulations.

Be aware and engage in the Building Safety agenda.

This will involve:

Lead on the delivery void property remedial works and Preparing inspection schedules and survey reports in plain English using appropriate technical descriptions of building components to support recommendations for works to be completed or action to be taken.

Where required, act as a Single joint expert and produce detailed Scott Schedules?

Collaborate with the maintenance surveyors in ensuring works are completed in line with agreed schedules/legal settlement.

Be responsible for managing and maintaining contractual objectives managing the respective delivery of maintenance services within their given area and other areas as demand dictates.

Be involved in the setting, monitoring and control of maintenance budgets and contribute to Value for Money efficiencies.

Be responsible to the Void Manager for the achievement of key performance targets in the region and for the provision of monitoring reports and action plans in line with Croydon objectives.

Regularly review performance in line with KPI requirement and SLA with service departments where appropriate.

Ensure open/outstanding works orders are managed as per the agreed timescales/procedures in relation to contractors and liaise with direct team on customer general enquiries to resolution.

Undertake min 20% ensure a representative sample of repairs are inspected after completion on all repairs, 100% on voids and major works etc.

If needed undertake Void inspection and post inspection of all empty homes, produce schedules of work in line with the agreed procedures and or defect schedules, ensure H&S compliant certification is present and letting can be made by Tenancy team.

Undertake stock validation surveys as directed

Quality Assurance and Customer Service

This will involve:

Ensure effective delivery of the maintenance service including diagnosing and delivering complex repairs.

Be responsible for the quality and effectiveness of services to Croydon's customers, ensuring compliance with policies and procedures and assisting the Managing Void Manager in managing contract delivery and/or direct delivery teams.

Ensure site inspections are undertaken on request of customers and/or stakeholders in line with SLAs and service

requirements, act on outcomes to ensure services are of a high quality and great customer experience.

Ensure that contractors provide value for money through checking invoices and valuations, undertaking post inspection as required.

Ensure quality is maintained in the contractual service delivery in all streams of work.

Ensure contractors are managed in line with KPI requirements, including works associated with Wates and Mears supply chain and/or other contractors.

Act on customer complaints and resolve at an appropriate level in line with Croydon complaints policy.

Act on negative customer feedback and resolve quality issues with customers and suppliers.

Undertake min 20% and ensure a representative sample of repairs are inspected after completion on all repairs, 100% on voids and major works etc.

Collaboration and Community Engagement

This will involve

Foster inclusive attitudes towards diversity, disability and contribute to the achievement of Croydon's core objectives by valuing and supporting the local community.

Act as primary contact for Out of Hours service on a rota basis for emergency call service provider outside of normal office hours.

Work closely with the Tenancy Team to ensure that issues are managed collectively in resolving and dealing with customer issues.

Attend scheme meetings and regional tenant representative meetings and report on maintenance matters.

Attend and monitor estate audit inspection on a regular basis on your respective patches.

Developing and implementing a service improvement plan for disrepairs /general repairs delivery

Ensure contractors are managed in line with KPI requirements, including works associated with Wates and Mears supply chain and/or other contractors.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.
- Be responsible for the quality and effectiveness of services to Croydon's customers, ensuring compliance to policies and procedures and to assist the Managing Disrepair Manager in managing contract delivery and/or direct delivery teams.
- Act on customer complaints and resolve at appropriate level in line with Croydon complaints policy.
- Lead on stakeholder engagement focus groups. Analysing data from customer

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Surveyor (Voids)

Essential knowledge: Strong technical knowledge of the building industry in site construction and management and the practical application of all relevant legislation and good across all forms of tenure managed by Croydon. A sound knowledge and understanding of building and health and safety at work legislation. A sound knowledge and understanding of the common types of procurement routes for obtaining maintenance works. A sound knowledge and understanding of traditional and modern construction practices and their use in housing. A sound knowledge of forms of building contracts common in maintenance. Strong commitment to and thorough understanding of diversity/safeguarding issues with respect to the employment of staff and the provision of housing and support services. The ability to draft tender documents/specification/schedules of works obtain and manage works.

Essential skills and abilities: A working knowledge of the following duties is essential to carry out the post:
Carry out damp inspections and analyse outcome to mitigate dampness to the stock
Variations requests including electrical, carpentry, trowel, plumbing, structural works, roofing, drainage, water mains, internal decorations, and voids.
Disseminating external reports onto Croydon Council bespoke schedule of rates contract for the purpose of raising works orders to the repairs contractor
Structural inspections and repairs.
Roofing Inspections.
Fire, Insurance works and claims. Fire Risk Assessment works
Fencing works.
Planned estate works and estate inspections.
Planned cyclical works.
Section 20 consultation works
Party wall agreements.
Drainage & water main related repairs
Provide stock data and Client CDM information.
Have a working knowledge and understanding of health & safety within the service area of the role.
Delivering monthly performance related targets set within the repairs team
Post inspections of completed repairs
Attend out-of-hours meetings of Boards, Forums, Tenants' Forums and Community Panels, as required.
Work flexibly within the scope of this post to fulfil the business objectives contained within the Croydon Delivery Plan.
Excellent customer support and service skills

A practical understanding of what constitutes excellent customer care, how it can be measured and improved and a commitment to delivering it and an experience of working with residents to improve service provision.

The ability to demonstrate a proactive, customer focused/witness centered approach to the job.

The ability to make decisions that represent doing “the right thing” for customers and the organisation.

The ability to work flexibly on own initiative, under pressure, managing competing priorities, problem solve and a questioning approach to service delivery.

The ability to communicate logically, concisely, and effectively always linking in networks to build effective working relationships.

The ability to demonstrate influencing skills, confidence, and tenacity to ensure timely resolution of repairs requests.

Ability to effectively prioritise and coordinate own workload and the work of others, where appropriate

Ability to independently respond to and resolve queries to issues within area of responsibility, maintaining confidentiality and integrity.

Ability to analyse data and present findings and/or recommendations to inform senior level decision making.

Ability to be a positive role model to members of the team and colleagues and an excellent ambassador for the organisation when appropriate.

Excellent customer care skills

Excellent verbal and written communication skills

Excellent interpersonal and negotiating skills.

Excellent record keeping skills (ability to accurately & clearly record information as well as maintain organised and efficient systems)

Excellent time management and work planning skills

The ability to draft tender documents/specification/schedules of works obtain and manage works.

Good IT skills (intermediate Word, Outlook & Excel)

Essential experience:

Experience of working within responsive repairs for a social housing provider

Experience of dealing with the public in a customer service environment

Experience of partnership working and developing external relationships

Experience of working within a team

Experience of using Microsoft Word/Excel

Significant experience of property maintenance work, preferably gained within housing, that has included undertaking, managing contracts and performance, property inspection, diagnosing common property defects and supervising the work of construction contractors and consultants

A track record in delivering legal disrepair remedials.

A demonstrable commitment to continuous improvement

Special conditions:

Educated to GCSE level including C in math's and English (or equivalent qualification through experience)

Excellent numeracy and literacy skills

HNC, Trade Qualifications or background/equivalent experience in the building industry within building construction is desirable.

Full clean driving license, car insurance to cover business use, Health & Safety knowledge of the building construction industry.

Able to work flexible hours, including evening meetings, out of hours rota

Understanding and application of relevant legislation

An essential car user allowance applies to this role.

Competencies

These are the competencies for Officer level roles.

To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

We Put Customers First	Respects and engages with customers, listening actively and calmly, no matter what their situation, keeping their own emotions in check. Manages and resolves customers' issues in a timely-way and pragmatic way, taking account of appropriate legislation and follows-up to a conclusion. Is open and honest with customers about how their problems will be dealt with.
We Deliver Effective Service	Prioritises and organises self to make the best use of time and resources. Has a 'can do' attitude, delivering what they say they will to a high standard. Solves problems in a resourceful way, overcoming obstacles. Solves problems effectively, involving others when necessary. Makes sound decisions, following correct processes and using data.
We Adapt and Change	Demonstrates personal adaptability, is open to and remains constructive in time of change. Looks for better ways to do things, suggests improvements. Learns lessons from feedback and mistakes. Keen to develop themselves. Resilient and manages pressure effectively.

We Collaborate Constructively	Understands impact of own actions on others and manages these effectively. Builds good relationships within own team and with other departments who can help solve customers' problems. Knows what other teams do, who to go to for information, and shares resources and information to get the best outcome. Considerate to colleagues, treats people fairly and inclusively, irrespective of their background or experience.
We Communicate with Impact	Communicates clearly, openly, and honestly, using language people will understand. Asks questions to understand others' needs and issues and listens attentively and with empathy. Gives difficult messages sensitively, ensuring they have been understood. Diffuses conflict constructively. Considers the impact of their message and adapts their approach accordingly. Influences others with empathy and logic.