



Assistant Surveying Technician

Job description and person specification



Job description – Assistant Surveying Technician

Reporting to the Contract Manager – Kitchens, Bathrooms and Block Improvements

People responsibility:

- Direct reports = 0

Summary of role:

This role plays an integral part in enabling the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- Supporting the delivery and performance of a contract of works. Taking individual ownership and responsibility for aspects of that service that contributes to the overall performance of the planned maintenance programme.
- To contribute to the delivery of a turnkey package to customers, from receipt of address to the completion of a work component meeting customer requirements.
- To be responsible for the organisation and planning of the asset investment programmes within the Asset Investment Team, supporting Contract Managers and their respective contract management areas.
- Provide administrative, clerical and ICT support when required and updating systems to ensure contract information (i.e., stock condition, handover or installation information) is up to date
- Supporting the Contract Manager in planning and delivery of programmes or service programmes. Including support on procuring all works in the category, including sourcing the supply chain.
- Supporting the strategy for the category of works with internal client and external customer expectations. Engaging with various departments to ensure the smooth delivery of a service, overseen by the responsible Contract Manager.
- Supporting the Contract Manager in ensuring commercial compliance for contract administration in accordance with Standing Orders, Financial Regulations and best practice.
- Preparing cost schedules, programmes of work or service schedules and obtaining all necessary statutory approvals required to meet programme and cost constraints.
- Ensuring that the correct standards and other obligations specified in the contract are met.
- Manage customer relationships, ensuring great customer service
- Request asbestos surveys/ information from the Compliance Team and provide
- Health and Safety information when needed to contractors

- Assist with gathering and recording of financial and performance monitoring information for external contractors.
- Provide full administrative support to a Contract Manager.
- Update and assist in the development of ICT systems and processes.
- To manage all information received sensitively and confidentially and in line with the GDPR legislation, identifying where breaches have occurred and improvements can be made.

General management responsibilities

- To contribute to the broad development of The Group in meeting its mission, and to help foster a culture of continuous improvement.
- To ensure compliance with the Groups Standing Orders, standards of probity relating to The Group's charitable status and Regulator of Social Housing.
- To ensure that all Group's Corporate Policies are implemented within his / her sphere of management in particular:
 - Health and Safety
 - Equal opportunities and BME Policies
 - Risk Management
 - Performance Management
- To ensure that tenant and customer interests are identified and fully taken account in those services within his / her sphere of influence.

Additional responsibilities:

➤ Health and Safety:

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

➤ Data Protection:

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Assistant Surveying Technician;

- Experience of providing administrative support in a busy customer focused office environment.
- Experience in the construction environment, preferably in social housing.
- Experience of project related team working.

- Experience in the use of property and/ or housing related ICT systems.
- An understanding of property components.
- Good ICT skills including the ability to produce and maintain accurate computer-based records and ability to create and maintain office management systems.
- Good verbal and written communication skills are essential in both a team meeting environment and on a day-to-day basis with colleagues and customers.
- The ability to deal with staff and tenant queries, in a polite and efficient manner with an understanding of any diversity issues.
- The ability to work to deadlines and under pressure and have excellent time management skills is essential.

Competencies

- Adheres to and promote the Group's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Strives for quality and timely delivery of objectives, demonstrating initiative and resilience where required.
- Articulates opinions, ideas and information in an effective manner. Actively listens to the communications of others.
- Recognises the value of and actively promotes team working to improve services, resolve problems and promote inclusion at a local and company level.
- Delivers acceptable solutions to problems through accurate diagnosis, consultation and efficient task management.
- Manages the achievement of objectives through planning, communication, consultation and monitoring to meet deadlines.
- Demonstrates sound judgement and independence in decision-making, seeking advice and information when appropriate.
- Focuses clearly on main company objectives, demonstrating flexibility and reactivity to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share information.

Other:

- Current UK driving license and access to a vehicle.
- To work between the core hours of 08:00 and 17:00 Monday to Friday
- Attendance of occasional out of hours meetings may be required.

Additional specialist skills and qualifications to be successful in this role:

- BTEC Level 3 in Construction and the Built Environment (desirable).
- Experience in supporting the delivery of planned investment programmes (essential).

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Assistant Surveying Technician.

You will be required to complete continuous professional development, to further support your role and the Group.