

ROLE DESCRIPTION: Operations Surveyor (Responsive Repairs & Empty Homes)

Reports to: Operations Team Manager (Responsive Repairs & Empty Homes)

Responsible for:

- Delivering a high quality, cost effective repairs and empty homes service with a focus on customer excellence.
- Monitoring and reporting on repairs and empty homes in terms of health and safety, performance, quality and customer services.
- Working as a team in order to achieve targets, KPIs and high levels of customer satisfaction

Role purpose:

To be an enthusiastic colleague, committed to providing the highest possible standard of service to customers and giving guidance, support and direction as appropriate.

To be accountable for delivering the highest possible standard of customer services, support and advice for the team.

To identify opportunities for improvement and address any concerns, providing guidance/training/feedback to support service delivery.

Act as a positive member of the Property Service, collaborating with other colleagues across departments and supporting a culture that delivers results and service excellence, and promotes the Karbon values, brand and behaviours

Key responsibilities:

Teamwork:

1. Contribute to the success of your team through the delivery of excellent customer services, as a member of the Property Service Responsive Repairs and Empty Homes Team.
2. Collaborate with, and support others in the team, creating a team environment that enables everyone to perform at their best.
3. Act as a role model for the Group's values, culture and behaviours.
4. Embed structural and cultural business change and service improvement, through collaboration and implementation of service strategies and plans.

Delivery:

5. Assist the Operations Team Manager (R&V) in delivering customer focussed service and through pre inspections and surveys and all on site monitoring, inspection and reporting in ensuring high-quality, cost-effective projects.
6. Maintain an in-depth and current knowledge of all relevant legislation and best practice relating to repairs and empty homes works, ensuring all work is delivered to Karbon Homes' requirements and standards.
7. Deliver the repairs and empty homes inspections under the control of this post, including liaising with other areas of the business as required.
8. Manage budgets specific to the role and assist the Operations Team Manager in developing possible future budget requirements.
9. Identify and order materials in cost effective manner to deliver the repair and empty homes service.
10. Assist in the delivery of cost effective, timely, high-quality service in line with agreed Key Performance Indicators based on time, cost, quality and satisfaction.
11. Assist the Operations Manager in identifying potential areas for investment programmes to reduce repairs expenditure or improve safety and neighbourhood appeal.
12. Provide accurate, timely and performance information on repairs and empty homes, including compliance with specification, timescales, completions, re-measured works, health and safety and defects.
13. Develop and maintain effective relationships with external contractors, agencies, partners, consultants, statutory and regulatory bodies, customers and leaseholders.
14. Actively look to maximise use of ICT facilities and new technology initiatives and promote their implementation and development.
15. Carry out pre termination inspection to highlight any possible recharges and provide end of tenancy guidance. Respond to previous customers with any queries relating to recharges incurred to validate information.
16. Carry out the process regarding permission requests from customers and verify permission based on Karbon policy and procedure including any necessary post inspections.

The above list is not exhaustive, and the post holder will be required to undertake responsibilities and tasks deemed commensurate with the post.

Organisation wide:

17. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
18. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
19. Ensure that services fully comply with all organisational policy and procedures.
20. Ensure that risks within the directorate's activities are identified, removed or minimised.
21. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
22. Responsible with the Management team for the effective utilisation of Group assets.

23. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion.
24. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Operations Surveyor is part of the Property Service Repairs and Empty Homes Team. As with all Team member positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

PERSON SPECIFICATION: Operations Surveyor (Responsive Repairs & Empty Homes)

Experience and qualifications:

E = Essential

D = Desirable

- a. A strong record of demonstrable achievement, at management level in an organisation of comparable size and complexity to Karbon Homes, in the delivery of customer focussed repairs and empty homes works(E)
- b. Experience of managing significant technical and organisational change (D)
- c. Experience of working in partnership with stakeholders to deliver excellence (E)
- d. Experience of collaborating and working as part of an effective management team (E)
- e. Experience of research, analysis and report writing to present proposals and business cases (E)
- f. Track record of developing and sustaining effective partnerships (D)
- g. Relevant degree or equivalent work experience (E)
- h. Evidence of continuing professional development (D)
- i. Full, valid UK driving licence (E)

Knowledge:

- j. Knowledge of current and future challenges facing Property Services (E)
- k. Comprehensive working knowledge of repairs and empty homes in property services (E)
- l. Understanding of property services governance practices and issues (E)

Skills:

- m. Leadership skills and the ability to coach, motivate and engage others (E)
- n. Ability to ensure excellent customer services and satisfaction within property services (E)
- o. Ability to think strategically and gather data to support decisions (E)
- p. Ability to interpret and analyse financial information and complex data (E)
- q. Ability to identify and manage risks and make sound judgements, whilst not being risk averse (E)
- r. High level of written, presentation and interpersonal communication skills (E)

Attributes:

- s. Transparent and open, acting with integrity and able to build high levels of trust (E)
- t. Committed to diversity and inclusion (E)

- u. Champions innovation and encourages ideas (E)
- v. Resilient and able to work under pressure (E)
- w. Collaborative and inclusive (E)
- x. Support the development of, and actively role model and champion the Karbon vision, values, purpose and behaviours (E)