

Job Description

Job title	Maintenance Surveyor
Profession	Property Maintenance & Technical Assurance
Band	E
Directorate	CCO (Customer)
Accountable to	Operations Manager – Property Services

Job Purpose:

The role is responsible for investigating and resolving day to day maintenance issues as raised either internally or through customers, facilitating the delivery of pro-active services.

The role will maintain high data quality in our property systems and ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within the defined areas.

Financial responsibility: No Financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Operations Manager – Property Services, the role is responsible for the investigation, identification, diagnosis and problem solving of day to maintenance issues raised either internally or by our customers.

Key Accountabilities:

- Responsible for delivering the right outcome for our customer in a safe and timely way.
- Take ownership of day-to-day technical support, allowing maintenance teams and external contractors to carry works required at first visit.
- Work to agreed timescales, provide a specification, including scope of works, quantities and budgeted costs and timescale that will resolve maintenance issues reported.
- Carry out inspections as needed prior to, during and on completion of repairs to ensure works are completed safely, to the required standard and specification, in the most effective and efficient manner and to a high level of customer satisfaction.
- Ensure all works meet all necessary standards and legal compliance. This includes but is not limited to the following standards: Building Regulations, Gas Safe, NICEIC, FENSA, MCS and all other main construction regulations.
- Hold the Data Steward role for data quality related to property as set out in Sovereign Network Group's (SNG's) data landscape.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety and Compliance team for consideration and/or investigation.

- Establish and maintain effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to SNG's corporate objectives whilst observing SNG's policies, procedures, and ways of working.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Relevant experience in a maintenance & reactive/reactive repairs capacity with a sound technical knowledge of building maintenance services.
- Knowledge of the building industry, including repairs and maintenance within a social housing context.
- Experience with Landlord and tenant issues arising from leasehold properties.
- Experience of undertaking complex defect diagnoses across building types (including modern methods of construction), building technologies and building services.
- Knowledge and understanding of the diverse lifestyles and needs of residents.
- Ability to work to tight deadlines.
- Experience of working with residents and involving them in monitoring and shaping services.
- Experience of managing and administering large and complex contracts delivering high volumes of multidisciplinary repairs to housing.
- Experience of project managing planned maintenance and/or major repairs, especially in respect of void works, elemental replacements.
- Ability to carry out pre-planning works with regards to identified works (e.g. Material take off's, Specialist Contractor requirements).
- Knowledge of relevant health, safety, and environmental legislation with focus on compliance within all activities undertaken.
- Ability to plan, track and forecast safe delivery of customer focused services, works and expenditure within agreed timescales and budgets.

Desirable

- Up to date knowledge and awareness of technical, statutory, regulatory, and legislative requirements, standards, and best practice in relation to delivery of maintenance Services.

- Ability to prepare and interpret specifications and prepare schedules of work using bespoke or National/published Schedule's of Rates/Works.
- Ability to operate with commercial acumen.
- Strong people skills; effective communicator with ability to influence and challenge.
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1427	Darren Mealings	10/2022	
2.0	4756	Rebranded / Dan Morath / Jaclyn Jenkins	05/2026	05/2026