

# Job Description

<b>Job title</b>	Technical Surveyor - Electrical
<b>Profession</b>	Property Maintenance & Technical Assurance
<b>Band</b>	E
<b>Directorate</b>	CCO (Customer)
<b>Accountable to</b>	Contracts Manager - Electrical and Lifts

## Job Purpose:

The role will be responsible for providing a comprehensive technical surveying service, with a focus on effective delivery of servicing and maintenance services provided by contractors. Investigate and provide advice on the resolution of complex maintenance issues (raised either stakeholders or through customers).

The role will also be responsible for maintaining high data quality in our property systems. Request quotes review and instruct works with term contractors and appointed contractors through frameworks.

**Financial responsibility:** No financial responsibility

**People responsibility:** No direct or indirect reports

## Autonomy:

Within the broad direction set by the Contracts Manager - Electrical and Lifts, this role will deliver key servicing and maintenance of the contracts held and provide technical advice on the design, construction and maintenance of systems installed or required within SNG's buildings and customers' homes. Site visits and investigations will be required at times to identify, diagnosis, and problem-solving complex maintenance issues, including, writing reports, preparation of specifications, calculating quantities, developing programmes of work and supporting with the management of budgets.

## Key Accountabilities:

- Prepare specifications of works for planned domestic and communal electrical, access control and lift works and projects. Obtain quotations, leading on awarded works and liaising with affected customers and stakeholders, to oversee works until completion.
- Undertake pre and post quality inspection project works and larger repairs and servicing, on a consistent basis to monitor and evaluate repairs outcomes.
- Assist with monitoring contractor performance to ensure that the services they deliver are of the highest quality and meets both regulatory requirements and our customer promises.
- Develop a full understanding of all assigned contracts and ensure day to day delivery is achieved. Work collaboratively with contractors to deliver services and achieve performance targets.
- Take preventative and remedial action to resolve complaints and service failures, and to assist in the co-ordination of responses through to completion and satisfaction.

- Assist the Contracts Manager - Electrical and Lifts with the delivery of the associated contracts where necessary.
- Provide technical advice on the implication electrical and lift regulatory requirements and how best to implement them.
- Ensure the requirements are met within the Building Safety Act 2022, and any subsequent legislation associated to firefighting lifts and any other electrical fire safety equipment.
- Work collaboratively with colleagues and stakeholders to increase customer satisfaction and to improve business performance.
- Assist with the reconciliation and management of the asset compliance and the database used to manage compliance.
- Proactively partake in design specification of new buildings, ensuring systems meet requirements and are manageable post occupation.
- Assist in the preparation of statistical information required for customers and the leadership team.
- Responsible for ensuring appropriate contractors deliver the right outcome for our customers in a safe and timely way.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the Building Safety Remediation / Building Safety Compliance team for consideration and /or investigation.

### 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 degree level qualification in electrical and mechanical services or equivalent experience.
- Technical knowledge and understanding of current building regulations.
- Technical knowledge and understanding on a range of passenger and domestic lifts.
- Holistic understanding of the Building Safety Act 2022 and BS9991:2024 with regards to statutory obligation regarding fire safety equipment – specifically requirements firefighting lifts.
- In depth understanding of the legal obligation placed upon the council in relation to electrical and mechanical services.
- Thorough understanding of the Institute of Electrical Engineers Wiring regulations.

- Thorough understanding of the Mechanical & Electrical regulations.
- Sound and extensive experience of the installation and maintenance requirements appertaining to electrical installations, door entry systems, CCTV Systems, fire alarm and mechanical systems.
- Hold a current full UK driving licence and have access to their own vehicle which can be used to fulfil the role
- Good working knowledge of Microsoft Office (Word, Excel, Outlook, Etc.).
- Working knowledge of current Health & Safety regulations in CDM regulations.
- Ability to understand legislative documents such as asbestos surveys.
- Ability to collate accurate records of the project, from conception to finish, ensuring all documentation relating to the project is collated and stored in the correct location.
- Ability to plan, track and forecast income and expenditure against relevant budgets, to deliver a value for money service whilst taking actions to mitigate any risks
- Good communication skills and ability to represent the company in a professional manner.
- Good time management and ability to cope with pressure and manage own workload and work to deadlines.
- Willingness to learn, act with integrity and work as a team player.
- Strong people skills, effective communicator with ability to influence and challenge.

#### Desirable

- High level of knowledge of housing, housing law and the regulatory framework.
- Experience of budget setting and budget monitoring.
- Ability to lead effective project teams delivering cross functional outcomes.
- High level analytical skills and an ability to deliver creative solutions and information in a diverse environment.
- Experience of working with residents and involving them in monitoring and shaping services.
- Experience of developing and implementing complex strategies to meet business needs.
- Experience of managing a Electrical Safety and Compliance in a large and complex Housing provider.
- Prince2 Project Management.

*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.*

<b>Version</b>	<b>Job code</b>	<b>Author</b>	<b>Date created/modified</b>	<b>Effective date DD/MM/YYYY</b>
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