Job Description

Job title	Technical Surveyor – London and Herts
Profession	Property Maintenance & Technical Assurance
Band	E
Directorate	CCO (Customer)
Accountable to	Senior Technical Surveyor / Technical Manager

Job Purpose:

The role will provide technically competent surveying, inspection, diagnosis, specification and quality assurance across responsive repairs, damp and mould, voids, planned maintenance and complex property defects.

The role ensures SNG homes and communal areas remain safe, habitable, compliant and well maintained, while supporting resident outcomes, value for money, legal defensibility and audit-ready evidence. The postholder will apply building pathology, HHSRS-informed hazard assessment, Awaab's Law response requirements, Building Safety Act awareness, higher-risk building escalation routes, Approved Document B awareness and golden thread information principles to support compliant and evidence-led decision-making.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Senior Technical Surveyor / Technical Manager, this role operates with medium professional autonomy. Use independent judgement to inspect, diagnose, risk-rate, specify and progress technical repair solutions.

The role will escalate emergency hazards, significant damp and mould risks, HRB / building safety concerns, legal risk matters and expenditure outside delegated authority. Coordinate contractors, consultants, internal teams and residents to achieve safe, timely and cost-controlled outcomes. Maintain clear inspection, photographic, diagnostic, specification, completion and resident communication records.

Key Accountabilities:

- Inspect homes and communal areas, diagnose defects using building pathology principles, and specify proportionate remedial works for responsive repairs, voids, planned maintenance, damp and mould and complex defects.
- Identify deficiencies and potential hazards, including Category 1 / Category 2 risk indicators where evident, and record risk, priority, limitations and escalation actions.
- Support statutory response requirements for emergency hazards and significant damp and mould hazards, including timely investigation, written evidence, make-safe action, communication records and tracking of follow-on works.

- Assess moisture, ventilation, heating, fabric, leak history, resident information and repair records. Avoid unsupported assumptions and ensure evidence-led diagnosis and triage.
- Recognise and escalate building safety matters, including HRB-related concerns, fire safety risks, structural risk indicators, external wall issues, compartmentation concerns, and resident safety matters.
- Apply practical awareness of relevant Building Regulations and Approved Document B themes, including warning and escape, internal fire spread, external fire spread and fire service access when identifying.
- Maintain accurate inspection evidence, photographs, risk ratings, specifications, contractor evidence, completion records and resident communications to support SNG's golden thread and audit trail.
- Instruct, coordinate and monitor contractors and specialists within approved controls, review quality, undertake pre-/post-inspections, verify completion and challenge defective or incomplete works.
- Provide professional surveying input to prevent avoidable escalation, support disrepair and complaint evidence, and ensure records are factual, liability-neutral and suitable for internal/legal review.
- Engage respectfully with residents, identify and record vulnerabilities, health disclosures, safeguarding or reasonable adjustment needs where relevant to property condition and service response.
- Specify proportionate works, manage recoverable expenditure where applicable, support budget discipline and challenge unnecessary or poor-quality works without compromising safety or compliance.
- Update property, condition and repair intelligence; identify recurring defects, supply-chain performance themes and policy/process improvements that reduce risk, cost, complaints and repeat failure.
- May provide technical support, quality feedback and coaching to trainees or less experienced surveyors.
- Participate in the out-of-hours standby rota, acting as the senior technical escalation point for emergency repairs, major incidents and resident decants, providing risk-based advice, decision-making, contractor coordination and site attendance where required.

<u>General</u>

- 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.

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Knowledge, Skills and Experience:

Essential

- HNC/HND, degree-level or equivalent experience in a building, surveying, construction or property maintenance discipline.
- Strong knowledge of social housing repairs, voids, planned maintenance, contractor management and resident-facing technical service delivery.
- Demonstrable building pathology and defect diagnosis experience across traditional, modern and mixed construction types.
- Working knowledge of HHSRS principles, hazard identification, risk triage and evidence-based inspection recording.
- Awareness of Awaab's Law response duties, damp and mould triage, emergency hazard escalation and statutory timeframe implications.
- Awareness of Building Safety Act 2022, HRB escalation principles, golden thread information and Gateway 1, 2 and 3 concepts.
- Ability to produce clear specifications, technical notes, photographic records, risk ratings and resident communications
- Strong resident communication, complaint handling, stakeholder coordination and workload prioritisation skills.
- Ability and willingness to participate in an out-of-hours standby rota and provide senior technical support for emergency incidents outside normal working hours.

Desirable

- AssocRICS, MRICS, MCIOB, TechRICS or other relevant professional membership.
- Formal damp and mould, building pathology, disrepair, fire safety or HHSRS training.
- Knowledge of NRM 3, planned maintenance cost planning, stock condition methodology and lifecycle asset planning.
- Experience contributing to expert evidence, Scott schedules, legal bundles or insurer-facing technical reports.
- Experience working on HRB / higher-rise housing matters or with building safety teams.
- Working knowledge of Approved Document B, fire strategy principles, compartmentation, external walls or fire door issues.
- Experience supporting trainees or less experienced surveyors through technical quality feedback.
- Experience with complex multi-tenure, leasehold, section 20 or service charge related repair issues.

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	5165		08/2026	02/09/2026
2.0	5165	Daniel Osgood	11/2026	26/11/2026