

PROJECT SURVEYOR PLANNED MAINTENANCE & DECARBONISATION JOB DESCRIPTION AND PERSON SPECIFICATION

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| Job Title | Project Surveyor, Planned Maintenance & Decarbonisation |
| Reports to | Planned Maintenance & Decarbonisation Manager |
| Responsible for | N/A |
| Department | Assets |
| Tenure | Permanent |
| Hours | Full time, 35 hours per week |
| Salary | £39,204 per annum |

About Cynon Taf Community Housing Group

Cynon Taf Community Housing Group (CTCHG) is a housing association based and rooted in Rhondda Cynon Taf.

We are committed to a vision of healthy valleys communities where everyone feels connected, supported and hopeful about the future. To play our part in that future vision we are on a mission to provide quality homes for current and future generations – and to service our communities by being an inspiring, trusted partner and employer.

We currently look after more than 2,000 homes for single people, couples and families, including four developments specifically for older people and, with specialist partners, two refuges for those fleeing domestic abuse and supported homes for people with learning disabilities.

We are also home to two subsidiaries: Down to Zero, a not-for-profit Community Benefit Society that we established to expand our community-led environmental activities. And Cwm Taf Care & Repair, which helps older homeowners and private renters to live independently in their own homes.

Our team is driven by a belief in the power of building strong communities – from creating healthier, greener homes or bringing partners together to develop new services, to helping people live up to their full potential. Driven by strong values of commitment, respect and integrity, we are committed to making a positive difference for our tenants, communities and people.

Main Purpose of the Role

To carry out building surveying services and project, programme and cost management in relation to WHQS, planned, cyclical and decarbonisation works from inception to completion to Cynon Taf's stock.

Provide technical knowledge, expertise and leadership for a variety of multi-disciplined projects which are delivered by external approved consultants, contractors and in-house teams.

Assist the Planned Maintenance & Decarbonisation Manager in the delivery of WHQS Projects.

Manage end to end delivery of projects including updating the asset management system with post completion information and stock condition data.

To assist in improvements to services to maintain innovation, good practice, and value for money

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To support in the review and implementation of policies and procedures ensuring they comply with legislation, reflect good practice, and the requirements of the Welsh Government.

You will support a positive health and safety culture across all areas of works ensuring that all legislative and statutory obligations are met.

And duties required, consistent with the position, to meet the needs of the association's business.

Key Measures of Performance

To support the Planned Maintenance & Decarbonisation Manager with procurement of WHQS projects and to ensure that all works provide value for money and achieve targets and actions as outlined within the asset management strategy.

To ensure that all works are completed on time and within Budget.

Support in the collection of KPI data and driving a strong customer service and satisfaction culture that improves on the annual tenant survey data in relation to overall satisfaction with services year on year.

Support a contract management culture so that sub-contractors are aware of our requirements on quality, customer service, value for money and community benefits.

Key Capabilities

- Excellent performance management skills.
- Customer service expertise and focus.
- Technical knowledge of service area.
- Always curious.
- Excellent collaborator and communicator.
- Ability to analyse complex information
- Strong budget management skills.
- Excellent time manager.
- Solutions focussed mindset.
- Team player.
- Independent thinker.
- Plans and priorities own, and direct reports work activities.
- An understanding of how the area of work fits to the wider corporate aims of the organisation.

Technical Abilities

- Experience of managing and delivering WHQS projects.
- Experience and knowledge of WHQS within the Welsh Housing sector.
- Experience of Health and Safety legislation and operational working practices relating to construction and maintenance works.

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- Strong knowledge of building construction, maintenance and associated technical information.
- Experience of carrying out stock condition surveys and validating survey data.
- Experience of using asset management databases.
- Knowledge of retrofit assessments, EPC's.
- Knowledge of decarbonisation and ORP within the Welsh Housing sector.
- Knowledge of procurement and preparing contracts using JCT, schedules of rates, specification writing and building elemental costing.
- Knowledge and understanding of the legal responsibilities and rights of landlords and tenants and the duties of statutory and other agencies under health and safety and tenancy law.
- Understanding of what excellent customer service and tenant communication should look like in relation to maintenance services.
- Confident when planning and managing budgets and resources.
- Confident at building effective relationships with a wide range of individuals and organisations.
- Ability to develop, operate, monitor, and maintain systems including IT for effective management information.
- Possess a valid full driving licence for a car and have the use of a car each working day.

Essential

- Experience of managing and delivering WHQS projects.
- Experience of managing budgets.
- Experience of managing contractual payments throughout projects.
- Extensive experience of carrying out stock condition surveys and utilising asset management databases.
- Understanding of Building Regulations and Welsh Housing Quality Standards.

Desirable

- Knowledge of decarbonisation and ORP within the Welsh Housing sector.
- Knowledge of retrofit assessments and EPC's.
- Understanding of financial forecasting and its importance.
- Relevant experience in work related to the role, or relevant professional qualification in Construction e.g. HNC/HND, BSc degree or equivalent.

Annex 1

Our Vision

Healthy valleys communities where everyone feels connected, supported and hopeful about the future

Our Mission

To provide quality homes for current and future generations and be an inspiring, trusted community partner and employer

Our Values

- **We are committed**

We are kind and care about making a positive difference for our tenants, communities and people

- **We are respectful**

We believe we can only work well together if we respect each other

- **We show integrity**

We work hard to earn trust by being clear, honest and responsible for our actions