

Job Profile

Job Title	Senior Maintenance Surveyor		
Job Reference No.	HOMEJD1040	Date of issue:	Apr 2026

The job in a **nutshell...**

Providing reliable, consistent and high-quality outcomes to all Home Group customers, colleagues and stakeholders in the delivery of your work, either through effective management of your team of Maintenance Surveyors and/or as our surveying expert providing technical advice across our Maintenance Operations. Supporting the management of contractors within your area of operation, you are responsible for performance to our agreed standards, resolving issues or disputes arising from contractual works as well as maintaining strong relationships to deliver service excellence.

You provide technical expertise and drive quality through surveying that enables us to meet our standards for repairs and deliver on our customer promise, ensuring work is safe, compliant and completed right first time.

What **success** will look like...

A compliant, high-quality and commercially focused surveying service, achieving customer satisfaction measures, service standards and Key Performance Indicators. Leading a team of skilled, competent and confident Maintenance Surveyors and/or as our surveying expert, you've supported a reliable repairs service that meets our standards for repairs and delivers on our customer promise.

Positive working relationships with our contractors who have been held to account when things have not gone right, influencing appropriately to put things right with a win-win outcome. Keeping the customer experience at the heart of what you do, you have worked collaboratively with contractors and in-house teams to deliver fantastic repairs and maintenance services for our customers.

The operating plan for your work stream has been delivered successfully, driving performance and continuous improvement directly or with your team. Works have been delivered by prioritising the right tasks, at the right time, for the right reasons.

Contractual disputes, issues and customer complaints have been investigated and acted upon quickly in line with our processes, with lessons learnt and shared to prevent recurrence, driving a right first-time culture.

We don't accept poor performance in our properties, so through regular audits, pre- and post-inspections of works, you have assurance on the quality of works with adherence to legislation, statutory compliance and zero tolerance to non-compliance. With our team of Surveyors, you have addressed and resolved any work that has fell short of our standards, shared what your challenges are, what support you need and put plans in place that have addressed this.

Responsive repair and voids demands have been effectively managed and delivered, working collaboratively with our internal delivery teams. Owning complex cases, you have ensured challenges don't escalate into complaints from customers and have worked quickly to resolve them if they do.

As the escalation point in relation to damp, mould and condensation in buildings, you advise our teams and interpret the legislation in connection with legislation including Awaab's law and HHSRS working within the statutory timeframes.

Through a collectively commercial focus, our Surveyors are working commercially and have a genuine understanding of how they contribute towards delivering value for money. You have managed budgets effectively by keeping an eye on spend regularly.

All Maintenance Surveying works are carried out to the correct specifications, required standards and legislation. Accurate record keeping are in place across the team, and correct jobs are raised with full detail and in line with timescales. We have strong relationships across our maintenance function and wider business that maximises opportunities for feedback and collaboration, driving performance and continuous business improvements.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are self-starters • Be proactive • Strive to get it right first time • Be a technical specialist	Building Surveying expertise and professional qualifications • MRICS and an accredited Building Surveying degree (or equivalent qualification), and strong experience built up through your working profession • PCAQT and HHSRS qualification, or willingness to complete it after joining us. • Expert knowledge of Damp and Mould, Building and Planning regulations, Decent Homes Standard, Landlord and Tenant Act, Homes (Fitness for Human Habitation) Act.

We have a creative spark • Think outside the box about how things can be done more efficiently • Take the time to talk about and develop new ideas, the wisdom of a group can make it even better • Act on your ideas- make things happen!	Maintenance surveying leadership and delivery • Experience of managing surveying teams or leading surveying services in a construction environment, ideally within the housing maintenance sector. • Proven ability to keep work demands on track and within budget through motivating others and working at pace, balancing competing priorities.
We have an eye for detail • Applying legislation and working within policies and procedures • Uses performance information to drive improvements • Pay attention to the details.	Building Safety and compliance • Current knowledge of relevant housing and building legislation, and statutory compliance. • Experience of Construction Design Management (CDM) client and design side to ensure teams and contractors meet legislative requirements for repairs. • A relevant Health and Safety qualification and knowledge of building safety compliance.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Understanding of Home Group services and knowledge of the sector/market in which Home Group operates.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

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Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐ ... up to £0

You'll manage people? No ☐ Yes ☒ ... up to 12 direct reports (and/or be our expert depending on area)

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☒ Frequent ☐

This role requires a DBS check No ☐ Yes ☒

Basic ☒ Standard ☐ Enhanced ☐

