

JOB DESCRIPTION

Job title: __Estates Surveyor__ **Reports to:** __Senior Program and Asset Manager__

Contract Type & Hours: __12 month FTC

Role Summary

The Estate Surveyor is responsible for the inspection, management, and maintenance of Haig Housing Trust properties within a designated geographical area. The role ensures homes are safe, compliant, and maintained to a high standard while supporting Haig's mission and values to provide quality homes and support veterans in housing need. The postholder contributes to efficient service delivery and continuous improvement. They are expected to uphold Haig's values of professionalism, respect, integrity, and a commitment to high-quality service delivery in all aspects of their work.

Key Role Outputs

- Deliver high-quality services for beneficiaries in line with Haig's policies, procedures and standards
- Use ICT systems effectively to support day-to-day duties and service delivery
- Maintain accurate records and data in line with data protection requirements
- Communicate effectively with colleagues, customers and organisations outside Haig
- Contribute to continuous improvement and innovation
- Work collaboratively as part of a team and across services
- Promote equality, diversity and inclusion in all aspects of work
- Comply with all relevant legislation, regulatory requirements and Haig policies
- Undertake regular estate and property inspections, identifying and rectifying defects and Health and Safety issues.
- Specify remedial actions and manage contractors through completion.
- Carry out pre- and post-inspections ensuring works meet Trust standards.
- Manage third-party technical requests including adaptations, boundaries, planning and claims.
- Manage void properties ensuring timely turnaround and quality repairs.
- Maintain accurate records and provide performance updates
- Support complaint investigation and resolution.
- Support health & safety compliance across the Trust's portfolio.
- Oversee contractor delivery ensuring quality and value for money.
- Investigate and document disrepair cases supporting ongoing investigations as required.
- Collaborate with internal teams to coordinate works and resolve complex cases.
- Conduct damp & mould inspections, specifying remedial action within prescribed timeframes and provide resident advice.
- Manage the full lifecycle of repairs including diagnostics and invoice verification.

Person Specification

	Essential	Desirable
Qualifications/Education		
HNC in Building Surveying (or related construction discipline such as HNC Construction or HNC Built Environment) or similar qualification	X	
Minimum 5 years similar experience	X	
ICT Skills		
Effective use of ICT systems, for example: Microsoft 365 applications (Outlook, Word, Excel, Teams), digital record-keeping and document management systems	X	
Ability to accurately input, manage and retrieve data	X	
Awareness and/or ability to follow cyber security and data protection principles	X	

Summary only – all aspects subject to variation

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Effective use of role-specific systems (CRM, housing management, finance, HR, or case management systems)	X	
Ability to adapt to new technologies and digital ways of working	X	
Knowledge & Experience		
Understanding of delivering services in a customer-focused environment	X	
Knowledge of relevant legislation, policies, or good practice related to the role	X	
Experience of working to deadlines and managing competing priorities	X	
Experience of working in a regulated or public-facing organisation		X
Knowledge of safeguarding, health and safety or compliance frameworks relevant to role	X	
Personal Attributes & Skills		
Strong communication skills (verbal and written)	X	
Ability to work effectively both independently and as part of a team	X	
Organised, methodical, and able to prioritise workload	X	
Problem-solving skills with attention to detail	X	
Flexible and adaptable approach to work	X	
Confidence in engaging with a wide range of customers or stakeholders		X
Coaching, mentoring, or supporting others (where appropriate)		X
Equality, Diversity & Inclusion (EDI)		
Commitment to promoting equality, diversity, and inclusion	X	
Understanding of the importance of inclusive service delivery and fair treatment	X	
Ability to work respectfully with people from diverse backgrounds	X	
Experience of contributing to inclusive practices or initiatives		X
Compliance & Safeguarding		
Understanding of and commitment to, Health and Safety at Work, Data Protection and confidentiality (UK GDPR), Safeguarding (where applicable to the role)	X	
Willingness to undertake mandatory training	X	
Experience of working within compliance or regulatory frameworks		X
Leadership		
Effective leadership/management of others and can motivate a team and/or others to deliver continual improvement		X
Effective communication across teams to promote quality service standards		X
Behaviours		
The postholder will be expected to demonstrate behaviours aligned to Haig's values, including: - Professionalism, integrity, and accountability - Respect and fairness in all interactions - A positive, solution-focused approach - Willingness to embrace change and new ideas - Commitment to high standards of service delivery	X	

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Please note that you will be expected to provide clear evidence of how you meet the above requirements

Additional Information

The postholder must be willing to work flexibly in line with service needs

This job description is not exhaustive and may be reviewed in line with service requirements

Values Statement

Haig Housing Trust is committed to delivering high-quality services and expects all staff to work in line with its values, demonstrating professionalism, respect, integrity, and a commitment to continuous improvement.

JD reviewed on Date: _____ Next review due _____

