

JOB DESCRIPTION

Job title: _Senior Surveyor_ **Reports to:** _Senior Programme and Asset Manager_ **Contract Type & Hours:** _Permanent Full Time_(35 hours per week)_

Role Summary

The Senior Estates Surveyor operates in a pivotal dual capacity, serving both as an operational field surveyor for our Morden Estate of properties and as the frontline operational and technical line manager for the team of four (4) Estates Surveyors and 1 x Graduate Surveyor.

Acting as the Trust's lead technical authority on building pathology, repair diagnostics, and housing condition standards, the postholder ensures that Haig Housing's homes are safe, structurally sound, fully compliant with statutory and regulatory codes (including HHSRS, Decent Homes Standard, and Awaab's Law), and maintained to an exemplary standard for our veteran beneficiaries.

The role provides essential day-to-day leadership, coaching, and quality assurance to the surveying team, and ensures that continuous professional development and training are directly aligned to frontline service priorities.

Key Role Outputs

Team Leadership, Line Management & People Development

- **Direct Team Supervision:** Provide day-to-day operational line management, technical coaching, and professional leadership to 4 Estates Surveyors.
- **Performance Management:** Conduct structured monthly 1-to-1s, annual performance appraisals, objective setting, and ongoing casework supervision across the team.
- **Technical Training & Mentorship:** Lead the identification of technical training needs and coordinate high-calibre CPD programmes, workshops, and mentoring sessions focusing on building defects, damp pathology, HHSRS scoring, and contractor management.
- **Caseload & Resource Balancing:** Monitor team workloads, caseload distributions, and geographic travel commitments, dynamically re-balancing tasks to ensure surveyor wellbeing, safety, and operational responsiveness.
- **Technical Escalations:** Act as the first point of escalation for surveyors encountering complex technical dilemmas, access refusals, or difficult contractor disputes.

Regional Surveying & Management

- **Active Patch Ownership:** Manage an allocated geographical patch of properties, delivering full lifecycle estate surveying, building pathology diagnostics, and responsive repair solutions.
- **Estate & Property Inspections:** Undertake comprehensive property, block, and communal estate inspections, identifying repairs, structural defects, and statutory health & safety hazards.
- **Void Management:** Conduct technical pre- and post-inspections for empty properties, producing accurate schedules of works and supervising contractors to achieve swift turnaround times and high re-let quality.
- **Diagnostic Specifications:** Prepare clear, detailed, and cost-effective specifications of work and works orders, ensuring correct application of schedule-of-rates pricing.
- **Third-Party & Technical Requests:** Investigate, assess, and authorise third-party technical requests, including tenant aids and adaptations, boundary enquiries, planning applications, and insurance damage claims.

Regulatory Compliance, Safety & Quality Assurance

- **HHSRS Compliance Authority:** Serve as the operational lead on the Housing Health and Safety Rating System (HHSRS), conducting and verifying hazard assessments and ensuring immediate remedial action on Category 1 and severe Category 2 hazards.
- **Awaab's Law & Damp/Mould Protocols:** Ensure rigorous operational compliance with statutory timelines under Awaab's Law and the Regulator of Social Housing (RSH) Safety and Quality Standard, directing swift investigations and remediation for damp, condensation, and mould.
- **Quality Assurance Auditing:** Establish and execute a routine Quality Assurance (QA) programme across all five patches, conducting random and targeted sample post-inspections of repairs, void completions, and diagnostic accuracy.
- **Statutory Property Compliance:** Oversee compliance with fire safety actions, asbestos management protocols, water hygiene/legionella, and electrical/gas safety regulations within the surveying remit.

JOB DESCRIPTION

Complex Disrepair, Technical Pathology & Legal Cases

- **Housing Disrepair Management:** Lead the operational investigation and defense of Section 11 Landlord and Tenant Act 1985 housing disrepair claims and complex disrepair notices.
- **Technical Witness & Legal Reporting:** Compile rigorous, CPR-compliant technical condition reports, Schedules, photographic records, and historical repair chronologies to support legal advisors.
- **Advanced Building Pathology:** Undertake advanced diagnostic investigations for persistent structural movement, roof defects, complex ingress, and subsidence across all patches, providing expert advice to the Senior Programme and Asset Manager.

Contractor Delivery & Financial Governance

- **Contractor Performance Oversight:** Directly oversee contractor performance on site, holding contractors strictly accountable for workmanship, site safety, tenant liaison, and contractual completion times.
- **Financial Scrutiny & Invoice Sign-Off:** Scrutinise, challenge, and authorise contractor variations, intermediate applications, and final invoices, eliminating quote-padding and ensuring Value for Money (VfM).
- **Commercial & Framework Support:** Collaborate with the Senior Programme and Asset Manager in reviewing contractor performance against key KPIs, contributing to supply chain reviews and future framework tenders.

Information Systems, Data Integrity & Customer Care

- **Data Management & ICT:** Ensure comprehensive, audit-ready records are maintained across asset management systems (M3Vision, Civica CX), updating property attribute and condition data in real time.
- **Beneficiary-Centric Service:** Deliver sensitive, respectful, and customer-focused communication to Haig Housing residents, demonstrating empathy and understanding toward the military veteran community.
- **Governance & Safeguarding:** Adhere strictly to UK GDPR, Health and Safety at Work legislation, lone working procedures, and safeguarding policies at all times.

Person Specification

	Essential	Desirable
Qualifications/Education		
Chartered Membership of the Royal Institution of Chartered Surveyors (MRICS) or Fellowship (FRICS)	X	
HHSRS Practitioner/Assessor qualification, able to act as the Estate Team's overall technical lead for HHSRS assessments, damp and mould investigations, and compliance with Awaab's Law	X	
Full, clean UK Driving Licence and access to a reliable vehicle for business travel across patches	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	
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		

JOB DESCRIPTION

Substantial post-qualification experience in residential building surveying, maintenance diagnostics, and pathology (social housing or private residential)	X	
Experience managing and resolving housing disrepair claims, compiling Section 11 technical defense reports, Schedules, and liaising with legal teams		X
Proven track record of managing void property repairs, setting void quality standards, and minimising turnaround timescales	X	
In-depth knowledge of HHSRS hazard scoring, Decent Homes Standard, and RSH Safety & Quality Standard	X	
Experience of working to statutory deadlines and managing competing operational priorities	X	
Experience of working in a regulated, social housing, or public-facing charitable organisation	X	
Demonstrable experience managing contractor performance, auditing works, and scrutinising invoices and variations	X	
Knowledge of statutory compliance frameworks (fire safety, asbestos, legionella, CDM 2015, Building Regulations)	X	
Personal Attributes & Skills		
Strong communication skills (verbal and written), with ability to write clear technical reports and present to leadership	X	
Ability to work effectively both independently on patch and as part of the wider Property Services Directorate	X	
Organised, methodical, and able to prioritise workload and balance operational surveying with supervisory duties	X	
Advanced diagnostic problem-solving skills with rigorous attention to detail	X	
Flexible and adaptable approach to work and travel across regional patches	X	
Confidence in engaging constructively with diverse residents, contractors, and multi-disciplinary stakeholders	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 and deliver mandatory training	X	
Experience of working within compliance or regulatory frameworks		X
Leadership		
Effective leadership and management of others; proven ability to motivate, lead, and technically coach a surveying team to deliver continual improvement	X	
Effective people management, including 1-to-1s, appraisals, objective setting, performance management, and caseload balancing	X	

JOB DESCRIPTION

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	

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 _____