

Job title: Snr Voids Surveyor
Line manager: Regional Head of Service
Grade (if applicable): 2
Direct reports: n/a



Role purpose:

As a **Senior Voids Surveyor** within the Repairs Team, you will play a key role in ensuring efficient void turnaround times and delivering voids works in line with Peabody's lettable standard. Reporting to the Regional Head of Service, you will manage and upskill Assistant Voids Surveyors, providing technical guidance and leadership. You will be accountable for all void works in your area, ensuring quality, cost control and timely delivery.

You will work collaboratively with contractors, coordinators, and internal teams to maintain high standards, resolve issues quickly, and deliver a first-class service to our residents and the allocations and lettings team.

Key results:

The wider Repairs Team is responsible for the delivery of all property services across Peabody, including:

- Day-to-day responsive and major repairs;
- Disrepair; damp, mould & condensation; EHO; professional services and escalated cases;
- Empty Homes / Voids;
- Aids & adaptations;
- Planned Preventative Maintenance and proactive property management;
- Service delivery for repairs managed through the DPS Marketplace;
- Planning for the in-house DLO;
- Professional property related services

As a Senior Voids Surveyor, you will:

- Manage and Mentor two Assistant Surveyors, ensuring continuous professional development and high performance;
- Carry out pre inspections and post inspections for all void properties. Ensure surveys carried out by you and your team are completed within 24 hours of visit and variations reviewed and approved within 48 hours.
- Guarantee all voids works meet Peabody's lettable standard and deliver excellent quality and resident satisfaction.
- Attend Void Work In Progress meetings with all relevant stakeholders to review progress, address delays, and resolve concerns. Work closely with Void Coordinators to ensure issues are promptly addressed and resolved. Provide regular and professional communication and liaison with key stakeholders in relation to works instructed and managed by the service;
- Take full responsibility and manage all assigned cases for you and your team, from start-to-finish in a professional and efficient manner whilst ensuring that appropriate stakeholders and databases are updated regularly;
- Monitor and manage void spend within your area, ensuring budgets are adhered to and overspend avoided. Ensure budget responsibilities are met, feeding into forecasting and efficiency plans as required;
- Support in the management of a range of contractors, drive improvements in void turnaround times and contractor performance against KPIs.

- Attend Void WIP meetings with contractors and the contract management team to review progress, address delays, and resolve concerns. Work closely with Void Coordinators and the contract Management Team to ensure issues are promptly addressed and resolved.
- Provide technical advice on building defects and diagnosis to your team and contractors, you and your team will be required to carryout 100% post inspections of void works to help better manage our contractors and ensure we are letting properties which are safe and works which have been completed in line with lettable standards;
- Collaborate with Asset Management teams to help inform cyclical and capital investment programmes;
- Ensure all works comply with health and safety regulations and Peabody's policies.
- To undertake any other reasonable duties as required by the Heads of Service or their nominees, which may include working outside normal working hours;
- Form part of the property services out of hours rota, which is a compulsory part of this role and may require availability on evenings and weekends on a rota basis;

Success metrics:

- Improved void turnaround time in your region;
- High levels of satisfaction with repairs delivered within your local area;
- Value for money and quality in repairs delivered;
- Excellent stakeholder and resident management;
- Reduction in complaint and escalated case volumes;
- Adherence to all regulatory and statutory requirements

About you:

You will be:

- Accountable, responsible and motivated to do the right thing;
- A problem solver, able to work independently at pace and under pressure, but with a strong approach to teamwork and collaboration;
- A customer service champion with the passion and drive for excellent customer service

You will have:

- Extensive experience of building surveying and specific experience of building maintenance, preferably within a social housing context;
- Experience in managing technical teams and mentoring;
- In depth knowledge of Schedule of Rates and methods of measurement;
- Experience in managing an extensive, complex and varying caseload, with projects from inception to completion;
- Demonstrable experience and skills managing customer relationships to ensure a high level of customer care and satisfaction;
- Strong approach to teamwork and the ability to collaborate and step-up to help the organisation achieve its mission;
- The ability to work independently, exercising good initiative and judgement;
- Excellent written and verbal communication skills;
- Proven time management and prioritisation skills;
- Proven experience and ability to deliver excellent customer care and valuing diversity;
- Proven attention to detail and ability to work on a variety of tasks simultaneously;
- Ability to work under pressure and meet deadlines and targets;
- Up to date knowledge of Health & Safety and other legislation relevant to the role;
- Ability to achieve results and deliver challenging objectives;
- Excellent all round IT skills;
- Experience preparing and delivering high quality, written and verbal reports and presentations;

Qualification required, depending on level:

- Degree in Building Surveying or similar technical qualification or relevant experience (HND HNC)
- Working toward a degree in Building Surveying or similar technical qualification (HND HNC)
- Professional Membership (preferred)