



Property Surveyor

Candidate Information Pack

Prepared by Castlefield Recruitment

About us

Golden Lane Housing works with people with a learning disability to provide supported housing around which they can build their lives. We were established as an independent registered charity by Mencap in 1998 to help tackle the immense challenges that people with a learning disability face in finding a home.

Since our inception we have invested £122.8 million transforming the lives of over 2,370 people with a wide range of needs in more than 1,200 properties across England, Wales and Northern Ireland. Each year we house over 100 people and continually find innovative ways to provide suitable housing solutions in this ever changing society.

Golden Lane Housing Limited is incorporated in England, Wales and Northern Ireland under the Companies Act 1985 with registered number 3597323. We are a registered community benefit society under the Co-operative and Community Benefit Societies Act 2014, with Registered Community Benefit Society Number 8734 and a Registered Provider, Registered Social Landlord Number 4803.

GLH is regulated by the Regulator of Social Housing.

Golden Lane Housing understands people with a learning disability have different wants and needs when it comes to their home.

That's why we start with the person – and empower them to choose where, how and with whom they live. We work in partnership with more than 150 support providers to ensure people have access to the support they need to live independently in their home and community.

Our work includes:

- Providing high quality rented housing tailored to meet a person's specific needs across England, Wales and Northern Ireland
- Helping families make long-term plans through the use of legacies and family trusts
- Providing specialist landlord services to tenants
- Campaigning for changes to housing related issues for people with a learning disability
- Overseeing the maintenance of over 1,200 properties – including implementing our ten year renovation programme and making sure they continue to meet and exceed requirements in a tightening legislative background
- Our in-house repairs team, Resolve Solutions provides a personalised service to tenants across England
- Working with national and local contractors who provide our day-to-day repairs service and planned maintenance programme
- Providing a 24-hour emergency and emergency repairs helpline
- Giving our tenants the opportunity to have a say and get involved in the services we provide

Company Culture

Culture:

We pride ourselves on being an organisation that operates through a diverse workforce and nurtures talent. We aim for all of our employees to feel comfortable bringing their true, authentic selves to work and offer support to them throughout all stages of their lives. Championing positive wellbeing and inclusion and diversity in our workforce and the people we support and work with is at the heart of everything we do.

Our values are also reflected through this. We are also proud to be recognised as a Mental Health Gold champion, a member of Includability and a Disability Confident Committed employer.

Missions & Values

Everything we do is about valuing and supporting people with a learning disability, their support networks and associated professionals.

Our vision

Our vision is a world where everyone with a learning disability has opportunities to access good quality housing that meets their needs.

Our mission

To help people with a learning disability or autism find and enjoy a suitable, safe home with advice and housing

Values

- Caring: we support our tenants and colleagues and help them to achieve goals
- Listening: we involve tenants in the review and design of housing services
- Honesty: we build trust with tenants and families with fairness
- Reliable: we are dependable and trusted to keep our standards and commitments
- Creative: we work together in many different ways for great results

Our promise

Our promise is our value-based approach to working with and alongside people with a learning disability. It is central to our daily work practices and our overall customer service delivery. Our aim is to achieve the highest standards of service delivery for both the tenants whose needs we serve and others we come into contact with. The Golden Lane Housing values underpin our promise.

About the role

Job Title	Property Surveyor
Report to	Head of Assets & Sustainability
Perm or Contract	Permanent
Full time or Part time	Full time
Location	South East Region

About the role

The Property Surveyor will provide a technical surveying resource, with a holistic approach to the property. This role is key in maintaining the property assets of GLH to a high standard, which ensures that tenants achieve a good quality living environment. As a result, one of the fundamental purposes of the role is to involve and consult tenants about their home, ensuring that planned investment considers the needs of the tenants for not only now, but in the future too.

The Property Surveyor will be responsible for a geographical area of GLH to deliver planned investment works, major works, void management, adaptations, and environmental projects including retrofit. The Property Surveyor will be a point of contact for wider teams to consult and the facilitator for communication and delivery of proactive maintenance projects.

Strong communication skills are an absolute must as the Project Surveyor will be working closely with a range of key stakeholders from tenants to landlord partners to ensure a successful delivery of all projects.

Responsibilities

- Successful implementation and support in the delivery of professional building surveying within the team through the completion of a varied range of building surveying instructions, including property health checks
- Take responsibility for the management of client and project teams to deliver high quality and timely building surveying services profitably
- Deliver projects from inception to completion with the minimum of supervision, to meet the project objectives, in accordance with company policies
- Projects will include but are not restricted to:
 - Technical building advice
 - Documentation and system review of works
 - Planned preventative maintenance inspections, analysis, and reporting.
- Preparation of schedule of dilapidations and negotiating on behalf of Landlord or Tenant
- Preparation of specifications and schedules of work for planned improvement and corrective works in line with regulations and legislation. Understanding of CDM regulations is essential
- To positively contribute to the department's business plan and revenue targets to assist in achieving its objectives
- Asset Management: The Property Surveyor is accountable for maintaining the stock condition survey, which details the condition of GLH properties. This information is used to plan and deliver annual maintenance programmes for planned and cyclical works. They will have full knowledge of the asset condition and areas of failure and put in place actions to address these. They will have a full understanding of building and maintenance issues to delivering works through day to day and planned investment budgets
- Quality Assurance: The Property Surveyor takes responsibility and ownership of the delivery of a quality service to GLH properties and will be accountable for the quality of work undertaken by contractors for the delivery of planned and cyclical programmes within the budgets given. They will specify works and undertake a programme of quality checks to ensure they meet GLH standards
- Financial Management: The Property Surveyor has a critical role in the delivery of the annual planned and cyclical programme of works and they will work with colleagues in customer services, housing and compliance to ensure that they meet agreed budgets. They will ensure that works are coded using the appropriate contract and schedule of work and check to ensure accurate pricing
- Relationship Management: This role will work well with a range of contacts both internally and externally. The role will involve negotiation on contractual and financial matters in relation to building works. They will be responsible for establishing and maintaining successful links with all stakeholders relating to the delivery of the maintenance service and will build relationships with contractors and consultants

Candidate Requirements

- Demonstrates ability to prepare and interpret numerical data and explain to others
- Writes clear, concise letters and reports in an appropriate style
- Ability to undertake technical surveying / building and maintenance inspections, including knowledge of building maintenance and construction procedures
- Strong communication skills to enable effective communication at all levels
- Ensure high levels of commitment to the principles of customer service and resident involvement
- Self-motivated and able to manage and organise own time and workload with minimal supervision
- Demonstrates ability to work well within a team
- Can effectively utilise computer databases including Microsoft office package
- Has effective knowledge of financial control and budget management to ensure a successful delivery of Planned Investment works
- Ability to demonstrate high quality value for money processes in design and execution
- Understands CDM and health and safety upon the delivery of any contract works



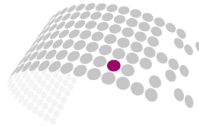
Benefits Package

Here are some of the benefits that Golden Lane Housing Limited provide for our employees:

- Annual leave entitlement that starts at 27 days plus bank holiday and then increases with service
- Purchase of additional leave twice a year
- Hybrid working if you are office based in line with our policy
- Flexible working if you are home based
- Contributory Pension scheme where you pay 5% and we pay 5% which also gives you death in service benefit and income protection
- Occupational Sick Pay entitlement after your 6 months settling in period
- Employee Assistance programme – 24 hours, 7 days a week confidential telephone service
- Access to our employee benefits portal that will give you discounts on shopping, cinemas, gyms etc through purchases you make
- We provide maternity leave and adoption leave that is paid at an enhanced rate, shared parental leave and paternity leave
- Other types of leave which may be paid or unpaid dependant on our policy but includes, compassionate leave, time off to care for dependants, study leave, unpaid parental leave, time off for religious observance
- Payment of Professional Subscriptions if required for the role
- A lease car scheme to enable you to purchase a leased car via salary sacrifice
- Long service awards
- Computer and bike loan schemes
- Mental Health First Aiders and access to our Mental Health Hub
- You can join our Health care scheme called Birmingham Hospital Saturday Fund
- Join our Equality, Diversity and Inclusion Committee and/or our Colleague Engagement Committee
- Credit Union Savings made directly from your salary



Golden Lane Housing



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