



Registered as a Scottish Charity - No. SC030751

### **Job Description**

<b>Job Title:</b>	<b>Stock Surveyor/Energy Assessor</b>
<b>Department/Section:</b>	<b>Assets and Investment</b>
<b>Location:</b>	<b>Selkirk</b>
<b>Salary:</b>	<b>Grade 8, salary commences £26,906 per annum</b>
<b>Reports To:</b>	<b>Home Investment Co-ordinator</b>
<b>Closing Date</b>	<b>22<sup>nd</sup> March 2019</b>
<b>Date:</b>	<b>October 2018</b>

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### **Overall Purpose**

To deliver stock condition surveys for Scottish Borders Housing Association to help inform planned programmes of work and other improvements.

To assist the Home Investment Co-ordinator to ensure the stock is maintained in good condition, and money spent effectively to ensure compliance with statutory requirements and other relevant legislation.

To carry out energy assessments for stock.

### **Principal Accountabilities**

1. Ensure compliance with all relevant current legislation and standards including safety legislation and identify remedial works to comply with standards where they are not currently met
2. Carry out stock condition surveys of Scottish Borders Housing Association properties in line with Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (EESH) and any other relevant standards.
3. Maintain accurate written and photographic records in relation to stock surveys
4. Update housing asset system with survey findings
5. Capture and maintain lifecycle information to inform planned programmes
6. Instruct repairs identified during survey
7. Liaise with neighbourhood colleagues in relation to tenancy issues or vulnerabilities identified during survey visit.
8. Manage diary and workload

9. Carry out accurate energy assessments and create EPCs where required
10. Contribute to the team's strategy for EESSH compliance
11. Attend and contribute to Home Investment Team meetings
12. Maintain and develop skills relevant to the post, keeping up to date with legislation, guidance, codes of practice and all other matters relevant to the post

### **Leadership**

1. Always perform to the highest possible standards and behave as an ambassador for the Association
2. Connect with the Associations values and objectives contributing to these within the role
3. Be open to change and new ways of working which improve services to tenants

### **Information Systems**

1. Manage internal and external communication, filing and contacts appropriately using the Association's systems including SAM, Document Management and Customer Relationship Management Systems
2. As part of the Home Investment Team, contribute to the maintenance and operation of a detailed housing stock condition database which will drive the Association's investment priorities and programmes through surveying.
3. As part of the Home Investment Team, provide financial and performance information and update records to support the requirements of other departments within the Association.
4. Collate and provide accurate stock condition data which is compliant with Data Protection and GDPR legislation
5. Maximise the use of Microsoft Office and ICT to provide routine reports and information to assist with more complex report writing for senior management
6. Maintain relevant records of work activities as appropriate within Northgate and SAM.

### **Team Working**

1. Be an effective team member ensuring the delivery of a professional service
2. Develop effective working relationships with all internal and external customers
3. Work with colleagues to achieve functions/ sections objectives
4. To facilitate and ensure good communication, liaison, co-operation and support in respect of the Association's Tenants and other customers, to ensure their welfare and interests are protected.

## **Performance**

1. To undertake appropriate monitoring, supervision, financial and quality control, to ensure that all operatives, agents, consultants, contractors, etc working on the Association's technical programmes perform to the standards set by the Association its Tenants, and the Scottish Housing Regulator; and to provide regular reports to management on these matters.
2. Facilitate and promote the achievement of good performance within defined frameworks
3. Meet personal and team targets as stipulated by senior management
4. Contribute to effective communication processes within and without the function/section
5. Ensure that the work specified is carried out in to fulfill SBHA's Key Performance Indicators.
6. To provide reports from IT system as requested on progress and performance on request.

## **Customer Service**

1. Provide professional advice and support to all SBHAs customers and deal with queries, both written, telephone and face to face
2. To ensure delivery of agreed customer service standards, to monitor achievement, and to help identify and implement improvements where required. This will include dealing with customer issues and complaints.
3. To contribute to the promotion of the Association in the community and to all external stakeholders
4. Maintain awareness of Tenant Participation as a commitment by SBHA to its tenants

## **Connecting with our Communities**

1. Maintain strong links with the Communities we serve
2. Develop an understanding of the different communities, with differing needs, and respond accordingly

## **General**

1. To promote safe behaviours and take responsibility for ensuring that the Association's policies and procedures for Health & Safety at Work are observed throughout the organisation.
2. To observe and continually promote equal opportunities and customer care in compliance with Association policy.
3. To model and promote behaviours consistent with SBHAs Staff Charter and Staff Code of Conduct
4. To commit to personal continuous professional development to maintain relevant up to date skills for the professional duties of the role holder.

5. To carry out any other duties appropriate to this post, as necessary or as requested.

### **Contacts**

Internal: Co-ordinators, Heads of Service, Executive Team, Leadership Team and all staff. Tradesmen and SBHA Assets and Property Services Staff.

External: Tenants and other customers, Scottish Borders Tenant Organisation, Housing Associations, Local Authorities, other Related Professional Bodies, Suppliers and Sub-Contractors

### **Working Environment**

You will be required on occasions to work outwith and in excess of normal working hours. For SBHA grades 1 – 4, no additional payment will be made in this regard. For SBHA grades 3 and 4, compensation will be made in the form of time off in lieu.

You will be required to travel within Scottish Borders area and occasionally outwith.

## PERSON SPECIFICATION

**Job Title:** Stock Surveyor/Energy Assessor

**Department/Section:** Assets and Investment

**Date:** October 2018

Requirement	Value		Assessed at			
	Essential	Desirable	Application	Interview	Test	Presentation
<b>1. Education &amp; Qualifications</b>						
HNC/SVQ Level 3/City & Guilds or equivalent in relevant construction discipline and able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.	✓		✓	✓	✓	✓
Level 3 Certificate in Domestic Energy Assessment. (Working toward certificate)		✓	✓	✓	✓	✓
Evidence of Continuing Professional Development	✓		✓	✓		
<b>2. Experience</b>						
Five years experience in a Construction or Property Environment	✓		✓	✓		
Carrying out inspections within occupied properties including loft areas		✓	✓	✓		
Experience of using spreadsheet and/or database IT packages	✓		✓	✓		
Experience of liaising with a wide range of partners and clients	✓		✓	✓		
Providing high quality customer care	✓		✓	✓		
Asbestos awareness		✓	✓	✓		
<b>3. Knowledge</b>						
Knowledge of relevant standards (Scottish Housing Quality Standards, Energy Efficiency Standard for Social Housing)	✓		✓	✓		
Knowledge and understanding of housing improvement and maintenance.		✓	✓	✓		

Ability to adapt to a variety of challenging situations	✓		✓	✓		
Knowledge and understanding of Housing Management software such as Northgate and Asset Management software such as SAM		✓	✓	✓		
<b>4. Skills and Abilities</b>						
Computer literate (Word, Excel, Outlook) with a commitment to maximising the use of technology	✓		✓	✓	✓	
Ability to understand legislation, regulation and standards relevant to area of work.	✓		✓	✓		
Excellent verbal and written communication skills with the ability to compile reports, correspondence etc.	✓		✓	✓	✓	✓
Ability to prioritise a varied and complex workload.	✓		✓	✓	✓	✓
Able to contribute the successful performance of the Team, managing and prioritise workload, and achieve targets.	✓		✓	✓		
<b>5. Other Requirements</b>						
Understands and is committed to Best Value and seeks opportunities for continuous improvement.	✓		✓	✓		
Awareness of health and safety including lone working	✓		✓	✓		
Deals responsibly with confidential and sensitive information	✓		✓	✓		
Able to demonstrate commitment to customer service, best value and continuous improvement	✓		✓	✓		
Possession of a full driving licence and access to own transport	✓		✓	✓		