

Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a sector leading Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework is available on our website.

Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

Our Standards

Be inclusive
Be a leader

Our Behaviours

Be adaptable
Be smart working

Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

Our Standards

Be knowledgeable
Be skilled

Our Behaviours

Be collaborative
Be smart working

Own it

Take personal responsibility for making things happen and seeing things through.

Our Standards

Show integrity
Be ethical

Our Behaviours

Be empowered
Be accountable

Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

Our Standards

Be an advocate

Our Behaviours

Be supportive
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Building Repairs Surveyor

Who's in my team?	
Team	Property Services
Line Manager	Repairs Partnering Manager
My direct reports	N/A
Updated	December 2024

What's my role?

To deliver general building surveying services across Moat's portfolio and support the Repairs Partnering team and the Voids and Lettings team, to ensure that partnering contractors, consultants and partner agencies achieve high quality work across all repair's contracts to compliance standards, specification, schedule and Cost.

Carry out Inspections relating to reports of Customer dissatisfaction, Damp & Mould and Disrepair and support the Disrepair Co-Ordinator to handle and respond to all live cases.

Keep detailed digital records and provide reports of various aspects of the work, based upon frequent site visits and ensure the asset management database is Updated. Where required, carry out stock condition surveys, new build pre-occupation fire inspections and all other building related technical and/or advisory services.

- What am I accountable for?**
- Providing technical support to Moat and its customers, conduct property surveys, diagnose defects.
 - Overseeing quality control and supervision for each contract, ensuring that partnering contractors are providing adequate provision on site for building legislation and health & safety requirements.
 - Undertaking inspections and audits of the partnering contractors, particularly in relation to reactive repairs and void works by visiting site. Reviewing completed work against the schedule/contractors' invoices and resolving issues as necessary.
 - Undertaking inspections relating to reports of customer dissatisfaction, damp & mould and disrepair.
 - Where required, undertaking inspections and audits of fire remedial works by visiting site. Reviewing completed work against the schedule/contractors' invoices and resolving issues as necessary.
 - Where required, completing stock condition surveys and asbestos condition surveys, ensuring that all records are maintained appropriately.
 - Where required, undertaking inspections and audits of defects within new homes by visiting site. Reviewing completed work against the schedule/contractors' invoices and resolving issues as necessary.
 - Providing management reports and schedules relating to any deficiencies identified and when necessary, certify rectification of snagging items.

- Where required, Designing and specifying works, obtain estimates, oversee delivery, monitor expenditure and complete sign-off.
- Working closely with the Repairs Partnering Manager ensuring all relevant legislation is being adhered to. Ensure safety, quality control and productivity assessments are carried out so that all work complies with current codes of practice, standards and legislation, particularly Health and Safety.
- Supporting the Repairs partnering team and Voids and Letting Team to enable effective Investigation and resolution of any CRM tasks, enquires or complaints raised by customers relating to repairs services provided by Moat.
- Complaints Lead Officer: Responsible for managing complaints in line with our policy and the Housing Ombudsman Complaint Handling Code. This will include appropriate and proportionate resolutions and accurate record keeping.
- Providing out of hours telephone cover on a rota basis, as required.
- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.
- Carrying out my work in line with our:
 - Professional standards, reflecting our values and behaviour framework
 - Policies, procedures, and code of conduct
 - Commitment to equality, diversity, and inclusion
 - Health and safety responsibilities
 - Confidential reporting (whistleblowing) policies

What do I need?

Entry Requirements:

- Good standard of general education.
- A good understanding of building pathology, construction techniques and an understanding of budgeting processes and standing orders.
- A good understanding of the processes required in conducting stock condition surveys, fire risk assessments (FRA's) and asbestos reinspection.
- Good knowledge of landlord and tenant legislation, including that relating to leases and resident consultation.
- Knowledge of managing and inspecting all aspects of responsive repairs, void works, major works, planned improvements, service and cyclical contracts, where necessary managing and delivering budgets.
- Knowledge of managing and inspecting issues relating to building defects in new and existing homes, in particular those linked to reports of damp and mould.
- Knowledge of forms of contract and dealing with contractors as required
- Working knowledge of residential property, housing legislation, working in occupied buildings, building regulations (particular ref to parts A, L, M and P) and conservation consent and TPO management.
- Experience of liaising with customers and occupants.
- A knowledge of party wall regulations and disrepair legal protocol.

- A good understanding of stock and asset management principles, supported by practical experience of the issues this involves.
- A current knowledge of health and safety legislation and issues affecting all aspects of property maintenance, construction, repairs and refurbishment.
- Good understanding of Microsoft office suite, especially excel and word.
- Appropriate means of transport and the ability to undertake work related activities outside of core hours.

Proficient Requirements:

- A higher, further or professional education qualification in a building/ construction related discipline or similar.
- A sound knowledge of building construction technology, contract administration, statutory authorities and legal requirements.
- A sound knowledge of building regulations, parts A, M, P and L
- An understanding of the RRO 2005 and in conducting Fire Risk Assessments.
- Expertise in a building construction, surveying or planned maintenance projects environment.
- Ability to produce good accurate written reports and communicate with customers and other lay persons in addition to building professions
- Ability to understand and work with contract drawings, specifications, tender documentation and legislative documents.
- A basic understanding of the section 20 process.
- A good understanding of budgeting processes and standing orders.
- Responsible for a level of budget control.