

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 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 on our website or intranet.

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.

Senior Home Improvement Surveyor

Who is in my team?

Team	Strategic Asset Management
Business Area	Property Services
Line Manager	Asset Manager
My direct reports	Home Improvement Surveyor

What's my role?

To be responsible for managing the team carrying out of high-quality Home Improvement surveys in our homes and other buildings owned by Moat. This will be achieved through the management of the technical aspects of the service, including survey buildings and inspections and quality audit, and I.T. Systems. Actively contribute to the achievement of the wider Housing Landlord aims, operational objectives and future state

What am I accountable for?

- Manage the Home Improvement Surveying team to ensure the delivery of home improvement surveys, EPCs, damp and mould, and visual asbestos checks within homes.
- Undertake and review existing data through home improvement surveys on our homes, communal areas, garages, and other buildings owned by Moat. This will include internal and external areas, highlighting any defects using PDA's.
- Ensure survey data is accurate, validated, and integrated into the asset management database.
- Monitor and maintain quality of the surveys through regular audits and site visits and drive continuous improvement.
- Adopt a flexible approach to ensure that surveys are carried out to achieve our KPIs.
- Manage and support a team of surveyors, providing training, mentorship, and performance management to ensure excellence in service delivery, updating of systems.
- To provide technical assistance on common defects within building and be able to provide solutions to these defects
- Conduct regular toolbox talks and ensure the team remains equipped with up-to-date knowledge of regulations, processes, and industry standards.
- Embrace a positive, collaborative and solution-focused team culture.
- Provide support for system-related issues encountered by surveyors, working closely with IT and external service providers to ensure timely resolutions and minimise disruptions to survey activities.
- Collaborate with the asset data team to enhance the integrity, accuracy, and usability of survey data.

- Identify and mitigate risks related to damp, mould, energy performance, and other property conditions.
- Track, report, and analyse key performance indicators (KPIs) to assess the effectiveness of survey programmes and team performance.
- Liaise with residents, stakeholders internal and external to minimise access issues.
- 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:

- HNC or equivalent in Construction / Building / Property or equivalent experience.
- Surveying/ property inspection experience
- Good knowledge of common building defects
- Ability to use and database systems
- Ability to use Microsoft products such as word and excel
- Driving License and own vehicle.
- Ability to manage a team

Proficient Requirements:

- A sound knowledge of building construction technology, contract administration, managing and delivering budgets, statutory authorities and legal requirements.
- Knowledge of building regulations, parts A, M, P and L
- Knowledge of landlord and tenant legislation, including that relating to leases and resident consultation.
- A good knowledge of building pathology, with the ability to manage a range of building related cases in domestic residential homes

- Proficiency in conducting home improvement surveys
- Experience in building construction, surveying or planned maintenance projects environment.
- Ability to produce good accurate written reports and data and communicate with customers and other people in addition to building professions.
- A good understanding of budgeting processes and standing orders.
- Good understanding of Microsoft office suite, especially Excel and Word.