



SAXON WEALD

Great homes, building futures

Role Profile: Managing Surveyor – Major Projects & Building Surveying

Directorate: Asset and Development
Department: Asset & Sustainability
Reports to: Head of Asset Management & Sustainability
Responsible for: Major Projects team

Purpose

- To manage and deliver major projects, building surveying and land management activities, ensuring compliance with statutory requirements, cost-effective project delivery, and successful outcomes for customers.
- Lead the organisation's approach to damp & mould, aids & adaptations, mutual exchange, latent defect management property disrepair and day-to-day surveying functions as necessary, ensuring these key areas are managed effectively across the business, with a focus on and Housing Health & Safety Rating (HHSRS) compliance, customer satisfaction, and data-driven decision-making.
- Lead, inspire and support your team to provide excellent customer service, and to deliver team and organisational goals.

Key responsibilities

- Support the planning, procurement, and delivery of major projects, building surveying and land management workstreams ensuring compliance with building regulations, health and safety standards, and statutory requirements.
- Lead on the management of property refurbishments (that are not programmes), structural repairs, building upgrades, land management, and more. Ensure that projects are delivered on time, within budget, and to a high standard.
- Be the process owner for mutual exchange (property quality checks), damp & mould, aids and adaptations and property disrepair cases, ensuring effective investigation, monitoring, and resolution of these issues. Ensure all cases are compliant with regulatory frameworks, including the Decent Homes Standard, health and safety legislation, and the Social Housing Act.
- Monitor budget, to ensure value for money, and ensure resources are managed effectively to meet desired business outcomes.
- Monitor void properties that are due for major works and ensure that void times are reduced to the minimum to let our homes.
- Maintain accurate records on all damp, mould, disrepair cases, aids & adaptations, land management, providing regular reports to senior management and using data to drive continuous improvement in these areas.
- Help to embed the organisation's strategy on damp & mould management, in line with legal obligations, ensuring cross-team collaboration and robust processes to prevent, identify, and remediate affected properties.
- Manage property disrepair claims in line with legal obligations, ensuring thorough documentation, accurate data management, and consistent communication with customers.
- Manage the investigation of issues of compensation, complaints, and insurance claims, preparing necessary reports and settlement of claims.
- Be the process owner for the Disabled Facilities Grant (DFG) application process, supporting customers in accessing these grants and maintaining excellent relationships with local authorities and stakeholders involved in providing DFGs.
- Review and approve all aids and adaptations requests, permissions, ensuring compliance with organisational and regulatory standards, to deliver effective outcomes for customers.
- Act as the process owner for property latent defect management, overseeing the identification, assessment, and rectification of latent defects across the organisation's property portfolio.

- Oversee the digital management of your team’s workstreams, ensuring records are accurate and data is used intelligently to inform decision making and drive better business performance.
- Act as the primary point of contact for staff regarding your team’s workstreams. Foster strong working relationships with key stakeholders like HomeFix, ensuring that the team’s services meet the organisation and customer expectations and objectives.
- Use your specialist and technical knowledge and experience to support your team to solve problems.
- Ensure that all contracts comply with CDM and Health & Safety legislation, as well as regulatory standards, including the Decent Homes Standard, Consumer Regulations, and sustainability regulations.
- Ensure contract management processes for your team’s workstreams are robust, value for money is achieved, Financial Regulations are followed, and they are delivered on time and in budget.
- Ensure customers’ buildings and homes that are affected by works are consulted, informed, and updated on progress throughout the works process, including contributing to leaseholder Section 20 consultations when required.
- Ensure day-to-day HHSRS risks are identified and managed appropriately.
- Ensure the integration of sustainability objectives into all major project and building surveying activities, contributing to achieving a minimum of EPC C rating by 2030 and supporting long-term net-zero carbon goals.
- Collaborate with the Asset Data team to maintain and update stock condition data, ensuring data is accurately recorded, validated, and used to inform decisions.
- Provide regular written and verbal reports on the status of your workstreams to the Head of Asset Management & Sustainability, ensuring compliance with organisational targets
- Know and understand our customer’s journey regarding property investment and sustainability and ensure we use feedback about their experience to improve the service for the future.
- Ensure that enquiries and complaints are responded to and resolved within agreed timescales, resolving issues at the earliest opportunity to avoid escalation.
- Facilitate internal and external reviews and audits to ensure procedures and requirements are being followed.

Leadership

- Provide visible, accessible, and emotionally intelligent leadership that inspires confidence and high colleague engagement.
- Role model Saxon Weald’s values, demonstrating inclusive leadership, where people feel listened to, respected, encouraged to contribute, and comfortable to be themselves.
- Be an excellent people manager, setting clear expectations, managing individual and team performance and development, providing coaching and support.
- Provide your team with regular high-quality feedback and use coaching to bring the best out of people.
- Inspire others with your drive to continuously improve services, your resilience during challenging times and lift your team up through the tough times.
- Act as an ambassador for cultural and digital change, working collaboratively across the business to support and embed it.
- Communicate passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- Drive a customer led culture, encouraging openness, transparency, and honesty, working with colleagues from across the business to reach a prompt and fair resolution to any complaints and to learn from mistakes.

Organisational outcomes

<p>Effective performance in this role will lead to:</p> <ul style="list-style-type: none"> • Well maintained, efficient homes. • Fewer complaints. • Places our customers want to live. 	<p>Resulting in:</p> <ul style="list-style-type: none"> • Reduced homelessness. • Customers living happy, healthy, thriving lives. • A great place to work.
--	--

Person specification

Competencies, knowledge, skills, and experience

Essential Criteria

We are looking for someone who has:

- Experience in managing major projects within the housing or property sector, including procurement, contract management, and budget oversight.
- Knowledge of CDM regulations.
- Proven ability to lead cross-functional projects, with strong stakeholder engagement skills and a track record of successfully managing relationships with customers, contractors, and local authorities.
- Strong analytical and data management skills, with experience using digital systems to monitor and report on key projects.
- Prepared to study for professional housing qualification as required by legislation (TBC)
- Full UK driving licence.
- Satisfactory DBS check.

And who also has experience of:

- Managing a team of surveyors to deliver complex projects
- Procuring and managing contracts, ensuring they are delivered within budget and on time.
- Delivering a wide range of planned works projects in accordance with health and safety, procurement, and financial regulations.
- Using systems to deliver efficiencies and drive service improvements.
- Delivering an excellent customer service, working collaboratively with all stakeholders, and continuously improving.

Desirable Criteria

- Professional qualifications in asset management, building surveying or sustainability (eg RICS, MCIQB, CIH)
- Experience in securing grant funding and knowledge of relevant funding streams for housing and sustainability projects

The responsibilities within this role profile are not exhaustive and all Saxon Weald colleagues are required to be flexible in undertaking additional duties and responsibilities reasonably attached to their role. Role profiles will be regularly reviewed to ensure they reflect the needs of the team and wider organisation.