

Fire Safety Surveyor

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

- As a Fire Safety Surveyor in the Asset and Sustainability Directorate in the Fire Safety team you will be accountable to the Fire Safety Contract Manager. The primary function of the role is to oversee fire risk assessment works for Southern Housing.
- To ensure that all designated fire risk assessment works are actioned and correctly undertaken within the prescribed timescales.
- To ensure that all Southern Housing's properties owned and managed properties are maintained to the highest possible standards and that all statutory and regulatory requirements are met.
- To ensure staff, residents, leaseholders, managing agencies and property owners are provided with a high standard of service.

The location

You'll be based at one of our main offices with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- To undertake the management of designated fire risk assessment tasks on Riskhub taking prompt action to ensure that all tasks are completed within the prescribed timescales and report regularly to the Head of Fire Safety Delivery on progress.
- Liaising with the Fire Authorities and ensuring Notice of Deficiencies passive actions are completed within set time scales
- To analyse and assess building defects, provide remedial proposals and prepare specifications for remedial repairs. To ensure that specifications are up to date and meet current legislative standards.
- To obtain where necessary quotations and estimates, in accordance with our procurement procedures.
- To maintain communication and consultation to the highest possible standards of customer care with all stakeholders.
- To ensure work is carried out within the budgets and value for money is achieved, by monitoring and reporting on performance.
- To continuously identify ways of delivering the service in a more efficient and effective way. To suggest improvements procedure, processes and quality control.
- To provide advice to other staff, both technical and non-technical, on construction and building related matters. This is to include desktop reviews of drawings and specifications for new developments to advise Property Soft Landings team members of issues to be resolved.
- Monitor the performance of contractors and consultants and provide reports to the Fire Safety Contract Manager.
- Carry out post inspection/quality control checks on works and pursue any necessary redress to achieve satisfactory completion
- Carry out H&S spot checks and monitor contractors and ensure contractors are working safely and complying with all relevant Health & Safety risk assessments and method statements.
- To manage complaints through the complaints process, receiving, taking ownership and providing written responses as required.
- To monitor and keep accurate records of progress on site, including a record of any variations, snagging and health and safety records. Accurately update Riskhub, Orchard and APEX on the progress of all jobs. Accurately record and acknowledge all customer contacts, complaint details, actions and learning points on CRM.

- Promote and encourage customers to verify and self-serve on our customer portal and mobile app.
- Ensures sites are regularly inspected to check workmanship and standards of construction comply with quality controls and are compliant with the agreed materials, contract conditions, current legislation and are defect free.

Relationships:

- Head of Fire Safety Delivery
- Head of Reinvestment
- Head of Property Services
- Fire Safety Contracts Manager
- Fire Safety Project Coordinator
- Reinvestment Manager
- Resident Liaison Officers
- Project Surveyors
- Fire Safety Officer
- Clerk of Works
- Team Assistant
- Office & Program Manager
- Asset Compliance Team
- Operations (Housing Management)
- Maintenance & Estate Services Teams
- Contractors
- Direct Services
- Residents
- Corporate Health & Safety team
- All business departments

What you'll need:

Essential

- Demonstrable experience as a fire/building surveyor in a maintenance environment carrying out pre and post inspections
- Fire Qualification NEBOSH fire or equivalent
- Working knowledge of the Regulatory Reform Fire Safety Order 2005
- Experience of working with contractors using SOR and non SOR contracts
- Effective communication skills, both orally and in writing
- Ability to produce detailed specifications of work
- A competent knowledge of relevant and current, codes of practice, building regulations, health and safety legislation, standards and materials
- An in depth knowledge of construction and design and fire/construction related defects and how to avoid them
- Knowledge of procurement law and different forms of contract
- Knowledge of contract management

- Good IT skills ability to use mobile technology

Desirable

- Membership of RICS, CIOB, IFE or similar professional organisation is desirable but not essential
- Experience of working with a direct labour force

Skills

- Excellent communication skills, ability to communicate clearly and effectively both orally and in written reports
- Ability to use the appropriate IT tools to produce reports, documents, emails, including using Excel and Word to compile reports for different audiences
- Can communicate answers and solutions confidently to customers/colleagues, face to face, by phone and by writing in customer friendly language
- Strong negotiating and influencing skills, be persuasive and diplomatic while remaining independent
- Organised and methodical approach to work
- Be attentive to detail when writing specifications, checking work and materials
- Strong contract management skills
- Budget management and controls

Abilities

- Able to give/receive feedback in a constructive manner
- Can empathise with customers and listen carefully
- Able to analyse data to identify trends and priorities
- Able to work with minimal supervision and confident using own initiative.
- Self-motivated with high energy and enthusiasm
- Pragmatic, creative approach to problem solving, can quickly identify and evaluate problems to reach a solution
- Able to manage a flexible and demanding workload to meet agreed targets and deadlines
- Decisive and can distinguish when to be flexible and when to be firm.
- Ability to undertake site visits, which may include working at heights/use of ladders etc.
- Ability to establish appropriate working relationships with the contractors and other staff
- Understanding principles and practice of equality and customer care in delivering effective services. Commitment to providing a high quality service to all customers
- Have good judgement, to decide when to insist on corrections, when to persuade or negotiate, and when to compromise

Behavioural competencies:

I will demonstrate Southern Housing's **HEART** behavioural competencies at the level associated with my job role. Please refer to our **HEART** competencies grid.

My health and safety obligations:

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a staff member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My data protection obligations:

In my role, I have a duty to maintain the security and privacy of personal information of residents and colleagues. I will be familiar with the requirements of current Data Protection legislation and will take care to enter accurate, complete and compliant data in to our systems. I understand it is everybody's responsibility to resolve data inaccuracies as and when they are found.

Further relevant information

- Travel between sites will be a requirement for this role.
- Hold a full driving licence with access to own vehicle (Essential).
- DBS Safeguarding clearances are required for this role.
- There may be a requirement to attend meetings and other activities outside of normal working hours.
- Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity, Procurement, Data Quality & Assurance, Safeguarding, Value for money.

No Job description can cover every issue which may arise within the job at various times and the job holder is expected to carry out other duties from time to time, which are broadly consistent with those described.