

MTVH ROLE PROFILE



Date: 23/06/2025

Role Title (External)	Property Surveyor	Directorate	Property	Location	London or Beeston
Reports To	Senior Regional Repairs Manager or Regional Property Manager	Function / Team	Property Services	Geographical Spread	Regional Patch
Direct Reports	N/A	Budget Sign-Off Approval Level	Contributes to departmental, team or individual budget	Suitable for Agile Working Options	Yes ☒ No ☐
DBS Check Required	Yes ☒ No ☐ If Yes for DBS check, which level is needed? Basic			Driving Licence	Yes ☒ No ☐
				Insurance check required	Yes ☒ No ☐

The nature of this role means that the post holder will come in to contact with vulnerable adults who access healthcare services. To meet our commitment to providing safe, high quality services to our customers we will complete a basic check with the Disclosure and Barring Service once an offer of employment is made. A new check will be completed every three years.

Overall Responsibility:

Seeing building pathology matters from inspection through to completion whilst managing case correspondence. Responsible for case works inspection, prescription, management and ownership from creation through to completion. Providing professional commentary, review, and support through engagement with other stakeholders on case matters. This includes liaison with customers, delivery partners and on occasion legal council to ensure successful delivery of completed works.

Key Responsibilities and Outcomes

Job purpose:

- Supports the overall Property directorate and other departments in the diagnosis and management of works
- Manages own workload to diagnose and manage property defects, disrepair and complicated or larger pieces of work including ad hoc planned replacements and day to day repairs
- Lead on the diagnostics of building issues as part of our professional repairs service.
- Provide building pathology support across the entire Property Team.
- Deal with all aspects of building maintenance and defects including post inspection and managing follow on work;
- Contribute with the development of works and provide technical support/advice.
- Contribute, as a member of the Property Team, to corporate objectives and continual business improvement.

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- Review and monitoring of Damp & Mould cases ensuring processes are followed with regards to report writing and managing cases through our case handling system in a timely manner to ensure the system is a true reflection of the case status
- Have a clear understanding of how to diagnose Damp & Mould and Awaabs Law and be able to accurately diagnose and report on findings and action required.
- Review Home Improvement requests always safeguarding the assets of Metropolitan Thames Valley HA.
- Assist when there are works affecting party wall or work requests from leaseholders.
- Working to deliver our requirements within our responsibilities under tenure type agreements, policies and legal definitions – e.g General needs, Shared ownership and Leaseholders all have different requirements and MTVH may have different obligations. This would also include managing agents.
- Assist the team in all technical aspects of building design and defects.
- Make decisions regarding recommendation of work to the Planned team or to carry out ad hoc replacements.
- Feed-back on defective components to ensure design changes for future programs.
- Liaise with the Voids team to inspect and agree specifications of work in accordance with the MTVH Lettings Standards
- Assist with decisions, inspection and determinations around adaptation requests from customers and leaseholders.

Main accountabilities

- Provide strong commitment to the team to ensure people are effective in their roles, supported and motivated.
- Appraising buildings to improve their performance and ensure standards are met.
- Ensure all cases of Damp & Mould are inspected, diagnosed, recorded and managed in the timescales expected
- Be aware and manage work in line with MTVH policies.
- Keep abreast of all regulation changes by reading appropriate industry updates.
- Carry out the full range of requirements such as pre, post and during work inspections.
- Request training as required to widen knowledge and awareness.
- Manage leaseholder and third party enquiries.
- Investigate complaints and serious incidents ensuring the relevant systems are updated within target dates.
- Consider any budget implications in order to ensure spend is allocated appropriately to the correct budget to mitigate risk of overspend and recovery via a Section 20 process.
- Work alongside Property colleagues to contribute to the development of learning framework to build capability of front line colleagues in relation to property diagnosis and management of repairs.
- Work alongside Development and Housing Management colleagues to promote a joined-up approach as one Metropolitan Thames Valley.
- Comply with Health and Safety legislation in all operations. Ensure that MTVH's Insurer's recommendations for safety receive prompt attention. Keep records as necessary for future reference by Health and Safety and Audit.

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Personal Competencies	Skills / Experience / Knowledge
• Ability to understand the complex nature of building failure diagnosis (building pathology) and transfer to a quality written report for others to understand such as a Scott schedule. • Ability to instruct larger pieces of work ensuring H&S and risk management. • Ability to lone work and as part of a team, prepared to travel to provide regional coverage.	• Demonstrable experience of undertaking damp and mould surveys within property. • Ability to travel, as required, to visit sites and offices (See other requirements) • Experience and/or relevant professional qualification preferably gained within the Social Housing sector. • Demonstrable experience and knowledge of the property related regulatory environment applicable to Housing Associations. • Knowledge or experience in working with Disrepair Protocol and delivering legal responsibilities. • Surveying qualification or demonstrable pathway towards competency • Demonstrate good communication and report writing skills when producing inspection reports.
General Responsibilities	
• To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization. • Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity. • Play an active role in contributing to effective cross team working and provide cover for colleagues as required. • To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy. • To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all. • To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.	

Other Requirements: Driving Licence, suitable own transport with business insurance, ability to work from other offices as required.