Your role is to carry out high quality and accurate stock condition surveys to ensure we provide decent and safe homes for our customers. You’ll collect high quality data which will be the primary source of information used to understand the condition and investment requirements.

**Stock Condition Surveyor**

**What are my key responsibilities?**

* Carrying out detailed stock condition surveys of our properties ensuring data collected is accurate and input into appropriate databases and systems. The use of mobile working technology is integral to the work.
* Achieve targets for stock condition survey completion in line with the survey programme. Working collaboratively with the wider team to ensure efficient diary management.

* Be innovative and flexible to gain access to hard to access properties.
* Work collaboratively with the wider assets and housing management team to raise any risks with regards to the asset or customer.
* Carry out hazard assessments under the Housing Health and Safety Rating System and ensure appropriate actions are taken.
* Identify potential damp and disrepair issues, environmental health problems, structural issues within whg properties.
* Provide technical advice, support and documentation relating to the quality and condition of the organisation’s stock to colleagues and customers.
* Contribute to providing an understanding as to why properties are performing poorly.
* Liaise with partners, colleagues and other representatives and communicate effectively and sympathetically with customers to resolve complaints.
* Provide advice on regulations and legislation appertaining to housing and building.

* Contribute to the development of investment and maintenance strategies
* To be conversant with and aware of changes in legislation and case law in relation to housing disrepair claims.

**Relationships**

There is no supervisory/management responsibility attached to this post.

Post holder reports directly to the Asset Performance Manager.

You will be expected to work closely with the Stock Condition Surveyor Team, the wider Assets Investment Team and Housing Management.

**Role Requirements:**

* A HNC in Construction Management or equivalent experience
* Experience of carrying out stock condition surveys in residential and tenanted properties.
* Knowledge of domestic property types, types of construction and defects / failure issues.
* Detailed knowledge of building technology and current regulations.
* Detailed knowledge of relevant health and safety legislation.
* Detailed knowledge of property inspection procedures, evidence recording and presentation.
* Detailed knowledge of current housing disrepair and environmental health legislation.
* Knowledge of the decent homes standard and how to carryout hazard assessments under the Housing Health and Safety Rating System.
* An understanding of Energy Efficiency in dwellings.
* Excellent IT Skills, in particular the ability to use Microsoft Word and Excel and mobile working solutions.
* Excellent verbal and written communication skills.
* Excellent customer service skills; the ability to empathise with customers and deal with difficult customers.

**Ideally you will also have:**

* Experience of working in Social Housing.

You will have a positive and tenacious can-do attitude and be driven by providing quality homes for our customers, as well as meeting individual and team performance targets.

We’ll require you to work flexibly in this post in order to meet the requirements of our customers, including some evening and weekend working.

**whg’s values and behaviours**

Our People Strategy is underpinned by our values and behaviours that we expect all colleagues to display.

**Accountable – taking responsibility**

* I understand that I am accountable for my actions and the impact they have on others
* I am dedicated to doing the right thing, acting morally and exercising good judgement

**Courageous – trying new things**

* I will try new things, accepting that mistakes may happen and that they can provide valuable learning and development, supporting a no blame culture
* I am not afraid to have a difficult conversation, give honest and constructive feedback that identifies where support is needed, and to share the lessons that have been learnt

**Trustworthy – being honest in everything we do**

* I am committed to making a difference by acting honestly, morally and with integrity
* I care about the impact of my behaviour

**One Team – achieving great things by working together**

* I support collaboration and cohesion and the opportunities this creates
* I treat everyone with care and respect regardless of their differences

**Excellent – striving to be the best**

* I look for opportunities to celebrate and communicate our values and our inclusive and diverse culture
* I acknowledge behaviours, both good and bad and set high standards for myself and others