

**BRISTOL CITY COUNCIL****JOB DESCRIPTION**

<b>Job title:</b>	Response Services Surveyor
<b>Bristol grade:</b>	BG11
<b>Managed by:</b>	Responsive Repairs Manager
<b>Responsible for:</b>	No direct reports
<b>Directorate:</b>	Growth and Regeneration
<b>Service area:</b>	Housing Services, Responsive repairs

**Purpose of the job**

Responsible for ensuring that responsive repairs, including relets, are carried out satisfactorily from end-to-end of the process, including monitoring the work of the trade teams and contractors, from start to completion, ensuring delivery of high quality work, getting work done “right-first-time” and achieving high customer satisfaction within budgetary targets and providing a cost effective, value for money service.

Champion the customer's experience to improve customer satisfaction, whilst managing expectations.

**Key job outcomes/accountabilities**

- Carry out pre and post repairs, exchange and relet inspections as directed by the Council's scheduling system and in liaison with the Trade Teams. Diagnose, assess and specify work required, in consultation with the customer. Order work through the Council's IT systems.
- Manage the delivery and quality of work carried out by internal workforce Trade Teams and external contractors, in order to maximise customer experience and satisfaction, taking the lead responsibility on dealing with any issues or complaints in a timely manner, ensuring any lessons learnt from these experiences are implemented as part of driving forward improvements to the service and continuously improving customer experience.
- Own repairs and complaints taking responsibility for actioning from end-to-end of the process. Ensure that where work is delegated or carried out by other parties, such as contractors, that over-view is managed and deadlines achieved successfully. Ensure customers are kept informed of progress throughout the process and that the work is completed to quality, financial and time targets. Champion an excellent customer/stakeholder experience with Housing Delivery Responsive Repairs.
- Take responsibility for maintaining excellent levels of communication with customers from end to end of the service.
- Manage customer expectation on escorted viewing of relets. Ensure clarity on letting standards and tenant responsibility.



### **Key job outcomes/accountabilities**

- Specify the property refurbishment requirements ensuring the project is delivered to the target timescale and within budget.
- Manage quotes from external contractors for specialist work, including achieving value for money whenever possible. Monitor and action dependencies, such as scaffolding checks. Ensure coordination and sequencing of work between teams and contractors.
- Assist in monitoring and controlling expenditure and costs against budgets. Contribute, with the team manager to ensuring effective budgetary management of the service.
- Ensure that databases, web sites, etc. are maintained and up-dated by the service, for both staff and customers, in an accurate and timely manner with information concerning repairs and improvements carried out plus other property information, as required.
- Understand the different needs and expectations of customers. Ensure that processes are in place to meet their needs, exceed their expectations and check information held about them is correct wherever possible. Consult with customers and monitor and check customer satisfaction. Champion improvements in customer experience with the Responsive Repairs Service.
- Maintain an up to date knowledge of changes in repairs policy, legislation, case law, innovation and best practice. Reduce the environmental impact of Response Repairs through material specifications, contract management, waste management, energy efficiency measures.

#### **Additional Information**

- Respond to out of hours queries from the Emergency Call Out centre, as necessary.
- Due to the need to travel effectively across the City this post is designated a regular car user.
- Due to the requirement to carry tools and equipment the post holder must hold a full valid UK driving licence.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.

### **General Accountabilities**

- A. So far as is reasonably practicable, the post holder must ensure that safe working practices are adopted by employees and in premises/work areas for which the post holder is responsible to maintain a safe working environment for employees and service users. These are defined in the Corporate Health, Safety and Welfare Policy, departmental policies and codes of practice.
- B. Work in compliance with the Codes of Conduct, Regulations and policies of the City Council.
- C. To model and promote good equalities practice and value diversity across the service.
- D. Ensure that output and quality of work is of a high standard and complies with current legislation / standards.
- E. Ensure that all mandatory training is undertaken as required. For example – Bristol City Council's Induction, Health and Safety, Equalities, Safeguarding Children and Safeguarding Adults. Please note - this is not a comprehensive list.