



Tel: 01235 515900
Fax: 01235 515970

Date: 23 January 2012

Dear Applicant

Surveyor

Thank you for your recent enquiry requesting further information about this post. Please find enclosed an application form together with a job description and person specification in relation to this appointment. You can find further information about Soha by visiting our website: www.soha.co.uk.

If you are interested in applying for the post, please read this information carefully before completing the application form, showing how your skills and experience meet the criteria for the job. Please use extra sheets for this information if necessary, but do not send any additional material or your CV as this will not be considered in assessing your application.

Completed applications must reach us by midday on the closing date of 13 February 2012. Late applications will not be considered.

Interviews will be held on 23 February 2012. Applicants who are shortlisted for an interview will be contacted as soon as possible after the closing date.

Yours sincerely

A handwritten signature in black ink that reads "Kim Nichols". The signature is written in a cursive style with a large initial "K".

Kim Nichols
HR Admin Assistant

Encs

SOHA HOUSING

JOB DESCRIPTION

JOB TITLE:	Surveyor
DEPARTMENT:	Property & Development
RESPONSIBLE TO:	Asset Manager
RESPONSIBLE FOR:	N/A
CONTACTS:	Soha staff, Surveyors, Manufacturers, Contractors and their agents. Utilities. Tenants, other Soha customers and members of the general public.

OVERALL PURPOSE AND RESPONSIBILITIES

- (1) To assist the Asset Manager in the refurbishment, improvement and maintenance of Soha's stock.
- (2) To initiate, monitor and ensure the satisfactory execution of refurbishment projects to Soha properties.
- (3) To inspect all types of Soha properties and determine the necessity for, and priority of, major repair and improvement works.
- (4) To prepare specifications and issue detailed written instructions to Contractors in accordance with submitted tenders, partnering agreements or a schedule of rates.
- (5) To prepare, implement and direct, as necessary, contracts for planned maintenance and for conversion and improvement schemes from inception to final account.

SPECIFIC DUTIES

1. **Property Management**
 - a. To supervise Contractors' planned and cyclical maintenance operations.
 - b. Administer partnering agreements on a number of refurbishment projects, working towards continuous improvement on all aspects of the works.
 - c. To identify works required on inspection, and issue site instructions and variation orders as necessary with an awareness of the financial implications of the action taken.
 - d. To survey properties to enable a priority programme of repairs and maintenance including re-roofing, window and door replacements etc.
 - e. To inspect properties damaged by accident, inclement weather, vandalism or minor fires, negotiate with insurance assessors, prepare brief specifications, invite tenders and implement remedial works.
 - f. To assist in the assessment of structural defects together with liaison with Structural Engineers where necessary.
 - g. To monitor the progress of contracts, with a Contractor's site agent/foreman.
 - h. To co-operate with solicitors, agents and surveyors in settling boundary disputes, and record agreements reached.
 - i. To prepare and submit Planning and Building regulation applications where required.
 - j. To prepare tender documents for distribution and make recommendations on acceptance or otherwise ensuring compliance with the tendering process.
 - k. To have a sound knowledge of the computer-based schedule of rates and other systems, and be able to input and retrieve information where necessary, as well as collating financial reports.
 - l. To cross-check completed works against invoices or job tickets, validate costs and maintain records of all projects undertaken and to authorise invoice payments.

- m. To correspond with and consult tenants on matters concerning requests for major repairs, alterations and adaptations of their properties, liaising as appropriate with Housing and Technical Officers.
- n. To ensure value for money and satisfactory standards of work are achieved in all works being commissioned by Soha.
- o. To provide reports for the Asset Manager as required.
- p. To ensure compliance with Health and Safety legislation and regulations, with specific duties and responsibilities under CDM regulations.
- q. To maintain up to date knowledge of legislation and good practices and to ensure Soha meets its obligations.
- r. To contribute to and play an active part in the overall work of the Property & Development Department.
- s. To implement positively and ensure compliance with Soha's policies, procedures, codes of practice and initiatives relating to equality and diversity, personal service standards and health and safety.
- t. To provide the highest quality services incorporating best standards and practice and work to continually improve standards, promoting Soha to its tenants, clients and those seeking assistance from Soha.
- u. To undertake any other duties that may reasonably be required by the Asset Manager.

3 Budgetary Control

- a. Operate within Soha's Financial Regulations on the following:

- Specific Contract budgets.
- Cyclical budgets.
- Planned Maintenance budgets.

Note: No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

SOHA HOUSING
PERSON SPECIFICATION

JOB TITLE: SURVEYOR

EDUCATION/QUALIFICATIONS

Essential	HNC or BSc in building, surveying or RICS
-----------	---

EXPERIENCE/KNOWLEDGE

Essential	Previous experience of building/surveying work in a professional practice.
	Broad based knowledge of building construction and services work.
	Good knowledge of Health & Safety law and practice.
	Experience of preparing specifications and monitoring contracts.

SKILLS/ABILITIES

Essential	Able to prioritise workload and respond to many issues and requests for assistance.
	Able to meet targets and deadlines.
	Good general IT skills.
	Good communication and interpersonal skills.
	Good organisational and administrative skills.
	Accuracy and attention to detail, especially with figures.
	Ability to use initiative and work with limited supervision.
	Full driving licence.
Desirable	Ability to be tactful and diplomatic while being assertive when required.
	An inquisitive and enquiring nature, with ability to follow investigations through and problem solve.

We would also expect the post holder to have a commitment to Equality & Diversity and excellent customer service.



Employee Benefits





Annual Leave

- Pay bands 1-7; 25 days leave rising to 27 after three years service
- Pay bands 8-10; 28 days leave rising to 30 after three years service
- An additional days leave to be used over the Christmas period.



Maternity/Paternity

- An additional 12 weeks Occupational Maternity Pay after qualifying period
- Up to 10 days paternity leave paid at full salary
- Salary sacrifice childcare voucher scheme
- Right to return to work part-time for the first three months



Work/Life Balance

- Right to apply for flexible working
- Flexible working scheme for bands 1-7



Pension

- 1/80th Final Salary Pension Scheme or Defined contributions scheme available
- Additional Voluntary Contributions



Car

- Business Mileage allowance
- Lease cars or cash allowances for relevant posts



Medical

- Permanent Health Insurance Scheme
- Free eyes tests for VDU users
- Private medical insurance
- Critical illness insurance scheme
- Help and support to give up smoking including free N.R.T and hypnotherapy



Training and Development

- Comprehensive induction
- Individual training and development plans
- Approved professional fees paid
- Vocational Training
- Comprehensive in-house training
- Leadership Development Programme
- Regular on the job coaching from trained staff coaches



Confidential Counselling

- Confidential employee counselling with an experienced external councillor
- Trained Staff Advisors

What else do we offer at Soha?

- Regular 121 meetings
- Annual appraisals
- Staff suggestion scheme
- Staff Consultative Committee
- Annual Staff Conference
- Mobile phone allowance of company mobile phones (for relevant posts)
- Commitment to work/life balance
- Monthly dress down days for charity
- Active social club
- Free staff parking



soha
housing

A Brief Summary of Soha Housing

Who are we?

- Soha Housing is a charitable organisation that owns and manages 5,500 homes.
- We provide homes for affordable rent, shared ownership and sale.
- We have an annual turnover of £29m.
- We are managed by a Board of 12 members, including 4 tenants. The current chair of our Board is a tenant.
- We were the first housing association to get three star equivalent in Resident Involvement and Value for Money in our Short Notice Inspection carried out by the Audit Commission.



Building new homes

- Development programme which will build 160 new homes in 2011/12.
- We develop in Oxford City, South Oxfordshire, Swindon, Vale of White Horse, West Oxfordshire, High Wycombe and Cotswold District.
- Our development programme is a partner of the Bromford Housing Partnership, one of the largest providers of affordable housing in the country.
- We develop homes in partnership with the Oxfordshire Rural Housing Partnership.
- We built the first 'super' energy efficient homes in South Oxfordshire.
- We have experience of rural regeneration, with the demolition and rebuild of over 60 homes.
- We provide a range of supported accommodation and work with South Oxfordshire District Council to tackle homelessness.



Improving homes and communities

- We have achieved our highest level of resident satisfaction ever at 91%.
- We invest over £5.1m per annum in planned maintenance.
- We have invested over £56m in the last 12 years on our existing stock.
- We met the Government's Decent Homes standard two years early.
- We have a track record of regeneration based on grass roots community involvement in our estates.





Innovation

- Winner of the Oxfordshire Business Awards for Customer Care 2005 and 2008.
- Winner of the Didcot First Business and Community Award for Customer Care in 2009.
- Set up a social enterprise which now manages 10% of Soha's homes through a contract. The Berinsfield Community Business employs 90% of staff locally.
- Winner of two Innovation grants from the Housing Corporation to develop the capacity of the community.
- Winner of "feelthedifference.org.uk" award for our Impact Report 2009.
- Selected by the Tenant Services Authority as a national Co-regulatory Champion for our resident led approach to governance in 2011.
- Finalist for the Institute of Customer Services Awards Best Customer Satisfaction Strategy in 2011.
- Finalist for the Housing Heroes Awards for Frontline Housing Team in 2011.

Improving Customer Services

- 78% of tenants say we 'take their views into account'.
- 86% of tenants say they are satisfied with the repairs service.
- Innovation in resident involvement, including a 15 point 'Menu of Involvement'.
- Track record of devolving budgets to be decided by residents.
- Track record of resident involvement in all service areas.
- Supporting Soha tenants to run a major national conference on how Soha tenants make a difference.

How good are we?

- The 'short notice inspection' by the Audit Commission in November 2009 which awarded us top marks for Value for Money and Resident Involvement made us the first housing association in the country to achieve this.
- We achieved four 'green' lights from the regulator.
- We have very good Key Performance Indicators in arrears, tenant satisfaction, decent homes compliance and SAP rating.
- We regularly publish details of our performance as compared with other Associations for residents and other stakeholders.
- We are an Investor in People company.

(March 2011)

www.soha.co.uk