

TAFF

We deliver great homes and services
and support communities to thrive.

Taff is responsible for over 1,500 homes across Cardiff and we provide support services to people across four local authorities in South East Wales.

We develop and deliver reliable services. Building and maintaining quality homes, working with local communities and building long-term partnerships.

As we continue to grow, we'll continue to use our position of influence to create positive change.

Our Values

We inspire
Trust



We are
Ambitious



We are always
Learning



We are
Kind





Advert

Are you passionate about delivering an excellent repair and maintenance service to tenants? Do you enjoy working in a fast-paced and challenging environment?

We are looking for someone to join our Repairs team to oversee reactive, planned, and cyclical maintenance across our homes. The role requires dedication, resilience and a passion to deliver for tenants.

We welcome any questions in advance of an application, or if there is something that matters to you and we haven't covered that in the job pack, then please get in touch with our Head of Property, David Pettitt, at David.pettitt@taffhousing.co.uk.

THE ROLE

Role title: Property Surveyor

Responsible to: Repairs Manager

Team: Surveying Team

What you'll do...

Oversee the delivery of an excellent maintenance and repair service. Taking pride in ensuring a first-class service, you will communicate sensitively and effectively with customers, ensuring our maintenance service is led by high-quality data, responsive to need, efficient and delivered safely. The service you offer will be holistic, linking up with our Neighbourhood, Income and Repair teams to offer a comprehensive service. You will be expected to demonstrate outcomes across a series of performance metrics, clearly linked to our commitments in our corporate plan, mission and vision.

What you will be responsible for?

- Overseeing all maintenance-related work and supporting your customers to live in a well-maintained and safe home.
- Overseeing ordered works (planned, reactive void and cyclical), ensuring we deliver within time, to a high standard and in line with statutory requirements via a programme of pre and post-inspection work.
- Effectively manage contractors and support the team to deliver maintenance projects.
- Delivering quick and efficient void repairs so our homes are ready to let quickly.
- Carrying out reactive inspections, assess and correctly instructing the required work as a result and keeping in close contact with customers.
- Engaging with external contractors to procure and manage works that clearly demonstrate value for money and high-quality delivery.
- Identify any defects and ensure the causes are resolved with suitable repairs in a timely fashion.
- Understanding of Home Energy Performance Certificates.
- Working closely with Housing Officers, Neighbourhood Teams, Income and Inclusion Officers

THE PERSON

Essential Skills, Experience and Qualifications:

- Understanding of Welsh Housing Quality Standards, HHSRS, legislation related to housing associations, and asbestos awareness.
- Experience of contractor management and managing programmes of work.
- Ability to work under pressure to prioritise and programme works to meet targets and deadlines.
- Experience in undertaking audits and inspections and solving building defects.
- Have, or be working towards, an HNC/HND in a building or construction-related qualification or equivalent experience (two years or more in a related area).
- Understanding the requirement around compliance of the 'big six' safety areas.
- Be a sensitive, clear and empathic communicator with the ability to connect with your customers and make them feel valued and heard.
- Able to collate, interpret and act upon data to make informed decisions
- Working knowledge of CDM Regulations 2015
- Excellent IT skills
- Knowledge of Disrepair and relevant Renting Homes Legislation
- Ability to work under pressure, meet deadlines, offer professional curiosity and be a great team player.
- Ability to drive, including a valid driving licence and access to a reliable car
- Working knowledge of Control of Asbestos Regulations
- Knowledge of the housing association sector in Wales
- Understanding the requirement around compliance of the 'big six' safety areas.
- Stay up to date with industry trends, statutory regulations and best practices.
- Stay up to date with any changes in systems, policies and procedures and working practices

We'd also need you to:

- Digitally savvy, able to use Taff's latest technology / kit.
- Comfortable to work in an agile environment, with a focus on 'getting the job done'.
- Actively anti-racist and tackle all types of discrimination, not just for our customers, but for our colleagues too, welcoming and celebrating difference.
- Possess a positive 'can do' attitude and actively contribute to creating an awesome Taff culture.

We ask all Taff employees to...

- Keep up to date with changes in systems, policies, procedures and working practices
- Take ownership for your personal safety and that of those around you
- Take the opportunity to develop your skills and knowledge
- Contribute to a happy and positive workplace

*This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop over time with the skills and knowledge of the post holder and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

CONDITIONS OF SERVICE

Salary: £36,359 per annum

Contract type: Permanent

Working Week: 35 hours a week, flexible days/hours between Monday - Friday

Location: We all work in an agile way and this role can be delivered as part of a blended approach requiring some location working at our Head Office at Alex House, Canton, Cardiff CF5 1JD.

Colleague Benefits:

- ▶ 25 days annual leave (extra 1 day leave after 5 & 10 years' service – total of 27 days)
- ▶ 4 extra concessionary days and public bank holidays.
- ▶ Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- ▶ Enhanced sick and maternity pay
- ▶ Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.
- ▶ Permanent Health Insurance through Canada Life.
- ▶ 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services
- ▶ Employee Assistance Programme through LifeWorks
- ▶ Business Mileage expenses will be reimbursed when using your own motor vehicle for use on official journeys.

Checks: DBS and reference checks required. Appointment will be confirmed only upon satisfactory response.

To apply for this post please send your CV to careers@taffhousing.co.uk stating the job reference number. Please also ensure you complete the [Equal Opportunities Form](#) by [clicking here](#).

Closing date: Monday 9th September 2024 at 9am

Interview date: Friday 13th September 2024