

# Job Description

Job title:	Trainee Surveyor
Reports to:	Building Services Manager
Responsible for:	No Direct line management responsibility

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

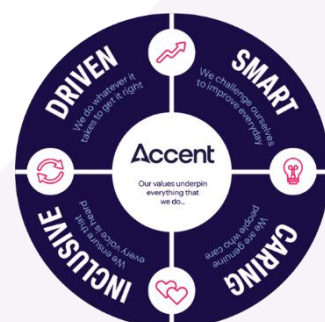
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Trainee Surveyor, you will play a pivotal role in supporting the Building Services Manager and the wider team in delivering a high-quality maintenance service to our customers. You will have the opportunity to work directly with contractors and customers, conducting property inspections, assessing repairs, and ensuring that all work is completed to the highest standards. This role offers an excellent opportunity to learn and develop your skills in building maintenance, while making a meaningful contribution to the improvement of housing services in our communities.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As a Trainee Surveyor, you will embody our values by taking ownership of your tasks, being proactive in your learning, and contributing to the successful delivery of maintenance services. Being Smart means continuously seeking to improve your knowledge and skills. Driven reflects your commitment to delivering quality work within agreed timescales. Caring is at the heart of your interactions with both customers and colleagues, ensuring that everyone feels heard and valued. Inclusivity will guide your approach to teamwork and customer engagement, ensuring that diverse perspectives are respected and considered in every aspect of your role.



## Key Responsibilities and Duties

- Support the Building Services Manager and the wider team in delivering maintenance services, ensuring all work is carried out to meet Accent's quality standards.
- Conduct repairs inspections within agreed timescales and raise any identified repairs to contractors promptly using the appropriate schedule of rates.
- Carry out inspections and assess the required repairs, in void properties to produce schedules of work, identifying the cause of issues and determining responsibility.
- Liaise with contractors on-site, addressing any performance or conduct concerns and reporting these to the Building Services Manager as needed.
- Ensure that all works are delivered in accordance with Accent's time and quality expectations, continuously monitoring contractor performance to meet contractual obligations.
- Assist in planning, coordinating, and managing maintenance works, ensuring compliance with statutory obligations, including CDM Regulations 2015.
- Record and upload data for all actions into Accent's IT systems to maintain accurate records.
- Engage with customers and external stakeholders, ensuring they are informed and satisfied with the works carried out, and addressing any ongoing issues or complaints.
- Support the Property Services Department in any other work requests as required, contributing to the overall effectiveness of the team.
- Positively and proactively participate in any on the job training, job shadowing and cross functional learning experiences to broaden your understanding of the business and its operations.
- Complete on the job training, keep up to date with assessments throughout the course and pass your end assessment.

## The must haves:

- A keen interest in building maintenance and working alongside contractors to deliver reactive maintenance services
- Willingness to work towards and achieve Level 3 BTEch in the Built Environment
- Minimum of 5 x GCSE, level 4 (grade C ) or above including English and Maths
- Evidence of regular study in support of continued professional development
- Strong interpersonal and time management skills, with the ability to work independently and meet deadlines
- Occasional travel to other Accent sites and off-site meetings maybe required
- IT literacy, including proficiency in using company operational software systems

## The added extras:

- Ability to interpret legislation and understand building materials and their life cycles
- Ability to challenge performance standards and ensure compliance with health and safety regulations

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.