

Job Description

Job title:	Stock Condition Surveyor
Reports to:	Building Services Manager / Senior Maintenance Surveyor
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 Stock Condition Surveyor, your focus will be on ensuring the effective delivery of stock condition surveys. You will be responsible for , completing the surveys within a geographic region, collaborating with internal teams and contractors to provide high-quality, timely repairs for our customers. Your role is critical in upholding Accent's Empty Homes standard to deliver first-class quality homes in a timely manner ensuring our customers live in homes they are proud of.

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.

In this role, you will consistently demonstrate these values by maintaining high standards in repairs and voids management, taking ownership of service delivery, and ensuring that customer satisfaction remains at the forefront. By collaborating with contractors, housing teams, and internal colleagues, you will help improve service efficiency, enhance customer experiences, and contribute to Accent's mission of providing quality homes and services. Your proactive approach and commitment to excellence will inspire others and drive the continuous improvement of our property services.



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Key Responsibilities and Duties

- Arrange access with customers to attend and complete stock condition surveys, ensuring information about property condition, repairs, and component lifespans is accurately recorded.
- Attend regular meetings, providing updates and ensuring service delivery aligns with contractual KPI targets.
- Work alongside the Complaints Resolution Team to monitor customer satisfaction through feedback and complaints, ensuring issues are resolved and communication is recorded in the housing management system.
- Collaborate with contractors ensuring high-quality standards are maintained throughout the repair process.
- Assist with regional customer safety, fire safety, and health and safety issues, ensuring compliance with legal standards.

The must haves:

- HNC in Building or equivalent qualification or qualified through experience in maintenance or construction.
- Strong understanding of contract performance and budget management, with evidence of relevant experience.
- Ability to interpret building legislation and understand product lifecycles.
- Excellent interpersonal and communication skills, with strong time management capabilities.
- Ability to work independently, prioritise workloads, and meet deadlines.
- Strong customer focus, with the ability to see services from the customer's perspective and ensure satisfaction.
- Proficiency in IT systems, including operational software for property management.
- Full UK driving licence and access to a vehicle for business use.

The added extras:

- Experience working in the Social Housing sector

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.