



Creating great homes together

Role Profile

Position

Maintenance Surveyor

Reporting to

Project Surveyor – Response (Asset Investment)

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- Influence the shaping of Magna's asset investment agenda, keeping our colleagues, customers, and stake holders safe.
- Being part of a fast paced, adaptable, and highly collaborative environment with first class training & support to learn new skills that will set you apart.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Prepared to go the extra mile, with a flexible approach to allow you to meet the needs of our customers.
- Passionate about all thing related to buildings and their continued improvement to provide great homes.
- Have new ideas that improve how Magna does planned, response and cyclical programmes of works to create great homes.
- Communicate in an engaging, no-nonsense and informative way.
- Outcome oriented to problem solving and getting the job done.

What you take care of

This is a key role in helping Magna deliver its purpose of creating great homes together. You will be an integral part of a multi-disciplinary team, collaborating closely with our wider colleagues to achieve best practices. Your duties will involve surveying our homes in connection to response repairs but may also involve planned and cyclical work, to deliver a service in a modern and efficient way to meet our customer's needs and requirements. You will need to carry out inspection and surveys of homes from inception to completion, ensuring they meet the highest standards and achieve optimal levels of customer satisfaction.

- Confidently diagnose building defects, specify and raise repairs orders to return buildings to the required standard and quality.
- You will respond to enquires from our customers, external agencies, the customer contact centre and other departments relating technical matters.
- You will monitor sub-contractors and there works and carry out work inspections.
- Assist in resolving any customer complaints to a satisfactory resolve for all concerned.

What you need to be successful

- A comprehensive knowledge of construction and methodology to diagnose building issues.
- The capacity to engage with all sectors of the business through a 'one team' approach, fostering and sustaining relationships with our customers and colleagues.
- You will have excellent customer facing skills with good technical knowledge.

Qualifications required

Applicants with transferable skills are encouraged to apply.

- Building Surveying or Construction related qualification at HND level or experience that substantially illustrates this.
- Additional qualifications that would be advantageous:**
- Asbestos P402.
 - Legionella Control for Property Management.
 - HHSRS - The Housing Health & Safety Rating System.
 - Domestic Energy Assessor Level 3.

Approved: V2/0825069