



Creating great homes together

Role Profile

Position

Project Surveyor (Response)

Reporting to

Project Manager (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. To be part of a fast paced, adaptable, and highly collaborative environment. To receive First class training and 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.
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What you are known for

- Driven by customer service excellence, and a courteous and friendly demeanour.
- Identifying and managing risk.
- Establishing good working relationships both internally and externally.
- Ensuring all necessary documentation and systems of control are introduced, maintained, and monitored effectively.
- Enhancing and optimising operational performance to guarantee high levels of customer satisfaction and adherence to regulations.

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 multidisciplinary team, collaborating closely with our wider colleagues to achieve best practices. Your duties will involve managing surveyors to deliver a response repairs service in a modern and efficient way to meet our customer's needs and requirements. You will need to conduct inspection as required and manage large repairs projects from inception to completion, ensuring they meet the highest standards and achieve optimal levels of customer satisfaction.

- To oversee the assigned budgets, coordinating with the client function and delivering monthly reports and cost analyses accordingly.
- To manage designated programmes of work to ensure compliance with fire safety regulations, key performance indicators (KPIs), and budget forecasting across all of Magna stock.
- To ensure all work is conducted in accordance with industry regulatory requirements, including collaboration with external auditors and addressing any findings from their reports.
- To manage assigned team members, ensuring that Health & Safety training is up to date and organising relevant training sessions when necessary.
- To liaise with local colleges as needed to ensure the effective management of apprentices.
- To manage and resolve customer complaints to the satisfaction of all parties involved.

What you need to be successful

- Proficient understanding and practical knowledge of the Housing Health & Safety Rating System (HHSRS) the Housing Act of 2004 (with amendments), the Construction Design & Management Regulations of 2015, including the 2023 amendment, as well as the Decent Homes Standard of 2006.
- You must possess proven experience in leading and inspiring teams to achieve our operational targets and deliver exceptional customer service.
- You should have a strong track record of managing and guiding a team of surveyors to meet our programme goals and objectives.
- Exceptional customer-facing abilities, coupled with extensive technical knowledge in surveying and construction, are essential.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- A degree in a construction-related field is advantageous. However, equivalent experience and knowledge in construction, combined with a mathematical aptitude and excellent communication, numeracy, and interpersonal skills will also be considered.

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Approved