

**“A PLACE I’M  
PROUD TO CALL  
HOME”**

**PROPERTY SURVEYOR**

**£42,096 INCLUDING CAR ALLOWANCE**

**COVERING THE NORTH EAST**

**CLOSING DATE: 14 MARCH 2025**

**We are reviewing applications as they come in and may close the advert early once we find our ideal candidate. Apply early to ensure you’re considered.**





# PROPERTY SURVEYOR

**£42,096 INCLUDING ESSENTIAL CAR USER ALLOWANCE**

**COVERING THE NORTH EAST**

**Property Surveyor**  
**£41,001 plus essential car user payment of £1,095 per annum**  
**Permanent contract**  
**Full time (35 hours per week)**  
**Covering the North East**

Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage 1,620 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. While it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

We are really excited by our future and we're on a journey to transform our resident experience and deliver a new approach to asset management and resident engagement. This role is crucial to our mission and you'll have a fantastic opportunity to drive real improvements in our repairs service for our residents.

We're looking for an enthusiastic Property Surveyor to join Team Railway to help to provide our residents with an exceptional repairs and maintenance service. Working collaboratively with our maintenance delivery contractors, you'll be pre-inspecting repairs, arranging works, tackling damp and mould and making sure that our residents are safe in their homes.

The successful candidate will have a fantastic opportunity to work to maintain historic homes originally designed and built to provide shelter for railway workers returning from the First World War. Whilst our first purpose-built homes were built in the early 1920s, some of our buildings date back to the mid-1800s and have been transformed from their previous lives as working railway buildings into modern homes. You'll be entrusted with the privilege of preserving and maintaining their legacy whilst ensuring that we meet resident expectations for contemporary living.

You'll be homebased, with regular travel to our office in Darlington, working with us for 35 hours a week, usually between 8.30am and 4.30pm, although we're flexible to make sure we can provide the best service to our residents.

If you're interested in joining our team and our mission to deliver exceptional services to residents, please send in your CV and a covering letter letting us know why you're interested in joining us to [recruitment@railwayha.co.uk](mailto:recruitment@railwayha.co.uk) by Friday 14 March 2025. We are reviewing

applications as they come in and we may close the advert early once we've found our ideal candidate, so we'd recommend applying as soon as possible to ensure that you've got the best chance to join Team Railway.

If you'd like to have a chat about the role, please email [recruitment@railwayha.co.uk](mailto:recruitment@railwayha.co.uk) and one of our colleagues will be in touch.

We are excited to hear from you.

## Role Description



- Role Title:** Property Surveyor
- Responsible to:** Maintenance Delivery Manager
- Responsible for:** No line management responsibilities

### About Railway

Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history and excited by its future. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage over 1,600 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. Whilst it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

### Role Summary

To work in partnership with our maintenance delivery partners and contractors to deliver an exceptional, high performing resident-focussed planned and responsive maintenance service to ensure that residents and colleagues are safe and assets are protected.

### Key Responsibilities and Accountabilities

- ❖ To carry out regular inspections, prepare timely and accurate reports and stock condition surveys of the Association's stock to an agreed 5 year programme
- ❖ Update the Association's database with the most current information
- ❖ Identify work required within the responsive/planned maintenance programme, compile specifications and schedule of works for tender/quotations, identify and liaise with

contractors, estimate costs, project manage, recommend invoice/certificate/variations and inspect the work upon completion

- ❖ To inspect properties on termination of tenancies and produce schedule of defects, estimate costs, liaise with contractors and inspect upon completion
- ❖ Liaise with Housing Manager, occupational therapist and local authority to identify work required for disabled adaptations. Compile schedule of work, estimate costs, liaise with contractors, report on contractor performance and inspect the work upon completion in line with current targets
- ❖ To carry out minor repairs within the capabilities of the postholder
- ❖ Manage and inspect work on cyclical programmes. Agree the content of the contract with the residents and the contractors
- ❖ Use mobile working as required. Develop information held by the Association to ensure that it is actively kept up to date and of value
- ❖ Prioritise pre and post inspections by completion date and organise appointments with residents/housing officers. Investigate, diagnose, and specify remedial works and prepare a report including estimates of the cost of the work.
- ❖ To assist with capital programme when required
- ❖ Identify necessity for asbestos surveys. Carry out samples where required. Provide reports to contractors on actions needed
- ❖ Ensure repairs are carried out to maintain residents/public safety at all times.
- ❖ Conduct risk assessments as required. Ensure all current guidelines are adhered to on site and CDM Co-ordinator is employed if necessary
- ❖ Facilitate pre start meetings with residents for consultation prior to any major works
- ❖ To ensure the asset management service is customer orientated and meets the needs of the residents
- ❖ Maintain an electronic daily works diary that allows colleagues access and knowledge of the maintenance surveyors location
- ❖ In the absence of other team members to assist and co-operate in the daily running of the of the Asset Management Team as required by the Asset Manager
- ❖ All work to be carried out within limits of delegated authorities
- ❖ Adhere to the Association's Equalities Framework, Health and Safety Policy and all policies and procedures relevant to the role

- ❖ Actively support, promote and act in line with the vision, mission and values of the Association at all times
- ❖ Represent the organisation externally in a professional way with high attention to customer care

#### *Health and Safety*

- ❖ Support a culture of health and safety throughout the Association, ensuring that feedback and concerns are actively encouraged and acted upon
- ❖ Take responsibility and ownership for following policies, procedures, systems, devices and practices to ensure your safety and the safety of colleagues and residents

#### *Finance, Risk and Performance Management*

- ❖ Support a culture of value for money, including working collaboratively across the organisation to deliver value for residents
- ❖ Responsibility for achieving key performance and satisfaction targets
- ❖ Proactively identify, manage and mitigate risk

## **The must haves:**

### *Skills and Abilities*

- A strong resident focus, delivering services that encourage resident loyalty
- Ability to engage, influence and negotiate with colleagues, residents and stakeholders
- Ability to interpret, analyse, prepare and present performance information and complex data
- Ability to manage risk within an agreed appetite framework
- A capacity to deliver behaviours and culturally aligned results to tight deadlines and under pressure
- Ability to make sound judgements and protect the brand and reputation of Railway Housing Association

### *Personal Attributes*

- Be a role model of the Association's values, behaviours and culture
- Act ethically, with integrity and honesty
- Be transparent, open and welcome of challenge and feedback
- Champion innovation, technology and efficiency
- Be resilient and work under pressure
- Champion the resident experience, putting residents at the heart of decision making
- A commitment to equality, diversity and inclusion

### *Experience and Knowledge*

- A recognised technical or building qualification
- Experience of the delivery of high performing, excellent customer service and experiences
- An understanding of the regulatory requirements, legislation and operating environment of the social housing sector
- A track record of strong performance management
- Programme and project management experience
- Experience of using customer/client feedback in the delivery of services